



# User Manual

This manual applies to Exchange 9140 and Exchange 9180



# How to Use This Manual

The following symbols are used to provide a more comprehensive understanding of this manual:



**Note:** A Note indicates important information about product features and services.



**Note:** If any item above is damaged or lost, contact your reseller as soon as possible...



**Warning:** A Warning will notify you of improper procedures or actions which may cause possible damage to the hardware or loss of data.



**Warning:** Exchange 9140/9180 may cause static noise if the power adapter is not properly grounded...

In Section 4 – **Dialing Scheme**, we use → to indicate pause and + to ask you to dial continuously..

Example: 8 is the Exchange access code, 92 is the Location code, 4839 is the extension number of the contact you would like to reach, please dial: **8 → 92 + 4839**

We use a **Bold** font to indicate important steps during installation, configuration, etc.

The first time you use the Exchange 9140/9180, we recommend reading this manual in the following sequence:

**Section 2 - Installation** : Install Exchange 9140/9180;

**Section 3.2.1.1 - SkypeOut Settings** : SkypeOut Settings;

**Section 3.2.3 - Phonebook** : Phonebook Settings;

**Section 4 - Dialing Scheme** : The dialing scheme of Exchange 9140/9180 with detailed examples.

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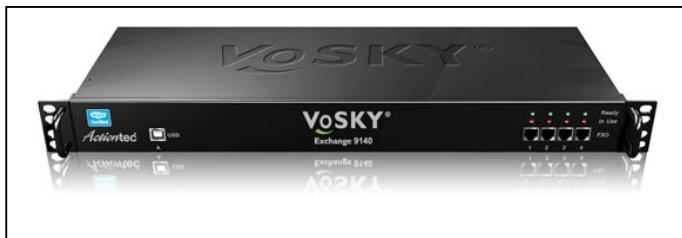
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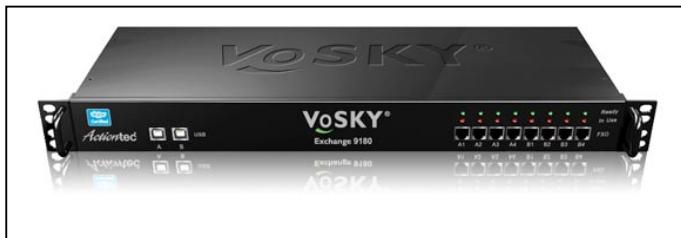
# 1 Introduction

You can skip Section 1 - ***Introduction*** and move to Section 2 - ***Installation*** directly. However, we recommend reading through Section 1 to familiarize yourself with the benefits of VoSKY Exchange 9140/9180, and to aid with proper installation and operation.

Thank you for purchasing VoSKY Exchange 9140/9180. VoSKY Exchange 9140/9180 has made further advances to its feature set over Exchange 9040/9080. A new dialing scheme has been implemented to simplify dialing to remote branches. Now you can make calls to your branches in a similar manner as you would when calling your local extension phones. VoSKY Exchange 9140/9180 brings Skype Internet calls to an office environment and seamlessly bridges the existing PBX to the Skype network to provide inexpensive long distance and international calls.



Exchange 9140



Exchange 9180

Your PBX should have 4/8 available analog FXS ports to connect with the Exchange 9140/9180. VoSKY Exchange 9140/9180 provides access to Skype Internet calls for every extension in the office - even to those without computer access. The user simply places and receives Skype Internet calls from their office phone.

VoSKY Exchange 9140/9180 includes a unique set of features which separate it from the competition in the VoIP market, including:

**Phonebook:** Public Contacts, Private Contacts and Intra-Company Phonebook. As an administrator, you can create and manage Public Contacts as well as view the Private Contacts information of a normal user. As a normal user, you can create and manage Private Contacts as well as view the Public Contacts information. Intra-Company Phonebook is created and managed by the administrator and the normal user can only view it (refer to Section 3.2.3 - **Phonebook**).

**Single Desktop:** By reducing the burden of switching among Windows user accounts, the administrator can manage the Exchange 9140/9180 more conveniently. He can manage 4-8 Skype accounts on single desktop and view the status of each port on Exchange 9140/9180 simultaneously.

**DTMF Relay:** VoSKY Exchange 9140/9180 improves the issue of DTMF detection for long-distance transmissions due to the attenuation of the signal. This feature allows for a more reliable transmission and more accurate detection of DTMF tones. For the end user, this means less misdialed calls and uninterrupted navigation of automated voice menu systems.

**Smart Stacking** (Only for Exchange 9180): As your call volume increases you may find that the number of Skype lines you have available may no longer be adequate. Smart Stacking will allow you to add an additional 8 ports to your existing Exchange 9180 which can expand it to 16 ports with very little configuration required. Connect 2 VoSKY Exchange 9180 to 2 PCs respectively. The stacking shares a single database making for ease of management and maintenance of user and phonebook lists. Smart Stacking provides as easy way to add additional Exchange 9180 ports to facilitate your company's growth. In the future, we will offer multi-Exchange Smart Stacking to expand your Exchange solution even further (refer to Section 5 - **Stacking**).

**Call Log:** Contains all details of a call, including date, caller, callee, call destination, call type, call duration, rate per minute and total call charges. Call Log supports **FSK/DTMF Caller ID** feature. With Call Log, you can query the telephone number or Skype ID of the caller and/or callee. Exchange 9140/9180 can even detect the call rate of SkypeOut when using Skype2.5 or above and calculates each call's total cost. The administrator can get a quick look at recent call traffic by reviewing the graph of the total calls per day and review a detailed call record by studying the Call Log (refer to Section 3.2.7 - **Call Log**).

**Company Skype ID:** VoSKY Exchange 9140/9180 provides 4/8 Skype accounts. Choose one as your Company Skype ID (We recommend using the Skype ID of the first port.). The Company Skype ID is used as the primary Skype contact to be called by remote Skype users into your Exchange to reach your phone system.

**Smart Dialing:** With Smart Dialing, you can make SkypeOut calls using a simple dialing format without the need to dial the country code (refer to Section 3.2.5.2 - **Smart Dialing Scheme Settings**).

**Remote Internet Call:** With Exchange 9140/9180, making Skype calls is no longer restricted to extension phones in the office. This feature allows you to make Internet calls by landline phones or cell phones anytime, anywhere. Exchange 9140/9180 extends your workspace beyond the office walls, and all you need is a normal phone to call Exchange 9140/9180. You can easily enjoy the convenience and cost benefits that an Internet call brings to you to anywhere you go (refer to Section 4 - **Dialing Scheme**).

**Call Forward:** Exchange 9140/9180 extends your ability to reach colleagues to anywhere with Skype. The user can make calls to any extension phone by dialing the Company Skype ID through their Skype software (refer to Section 4 - **Dialing Scheme**).

**Global Extension:** Does your enterprise have branches or offices all around the world? The cost of call charges, if they contact each other frequently everyday, would be tremendous. Exchange 9140/9180 can reduce this cost significantly since calls made by it are all free. You simply need to configure a suite of Exchange 9140/9180 for each branch and then compose them as part of a global network. Now, your employees can use the unified dialing

scheme to make calls directly to any extension phone, regardless of the location. This feature also has the added benefit of reducing the dialing format required to reach remote branch employees (refer to Section 4 - **Dialing Scheme**).

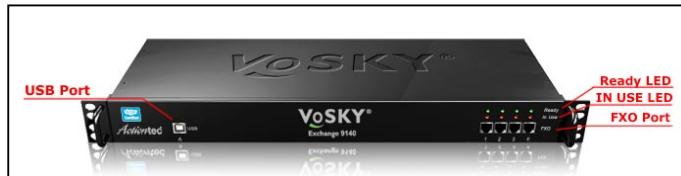
**Line Probe Utility:** A tool used to automatically detect the telecom parameters of a PBX's internal lines or PSTN lines for Exchange 9140/9180. It provides an easy way to configure your Exchange with the PBX to provide full functionality (refer to Section 6.1 - **Line Probe Utility**).

## 1.1 Package Contents

- VoSKY Exchange 9140/9180
- Rack mounting hardware
- 1 USB cable (9140) / 2 USB cables (9180)
- 4 Telephone cables (9140) / 8 Telephone cables (9180) [RJ-11]
- Installation CD
- User Manual
- Quick Start Guide
- DC Power Supply

### **Note:**

If any item of the above items are damaged or lost, contact your reseller as soon as possible. (Please use the accessories supplied with the product. Using other components may affect voice quality and system stability.)



**USB Port:** Connects to the PC's USB port with the supplied USB cable

**FXO Port:** Connects to the PBX's analog Extension Ports with the supplied telephone line [RJ-11]

**Power Port:** Connects Exchange 9140/9180 to the power sockets with the power line

**Ready LED (Green):** Indicates that the device is ready to work

**In Use LED (Red):** Indicates that the corresponding FXO port is in use

	<b>Slow Flash</b>	<b>Fast Flash</b>	<b>Steady On</b>	<b>Off</b>
<b>Ready LED (Green)</b>	Power Supply	Downloading Firmware	Port launched and ready	No Power Supply
<b>In Use LED (Red)</b>	Power Supply	Downloading Firmware An Incoming Call	Line off-hook Connection established	No Power Supply Line on-hook

## 1.2 Features

- World's first Skype Certified 4/8 ports Skype gateway (FXO)
- Company Skype ID mechanism provides a single contact dialing target for any port on Exchange
- Provides Public Contacts, Private Contacts and Intra-Company Phonebooks. The user can create and manager his own contacts with Private Contacts.
- Single Desktop allows you to manage all Skype lines on a single desktop
- Call Log for inbound and outbound calls
- Smart Stacking provides double Skype lines(only for Exchange 9180)
- Call progress tone generation & detection
- Supports clear full duplex calls with Digital Echo Cancellation Technology
- Provides Voice Menu in the dialing process and supports Inbound/ Outbound IVR System
- Supports Skype features: Skype Call, SkypeOut Call, Skype Me Button
- Provides up to 7-digital Speed-dial keys and limitless phonebook entries
- Firmware/Software Online Update automatically checks for software and firmware updates every 24 hours
- Call Overflow Forwarding: Redirect an incoming call to a designated destination when all lines are busy.
- Troubleshooting awareness: Skype Status Detection, Skype Crash Detection, USB Unplug Detection, Line Locking Detection
- Plug & Play
- VNC web administrations for remote control
- SkypeOut Credit Low Balance Notification
- Exchange System Log
- Supports 100+ country/region tone cadence and a custom setting facility

- Polarity Reversal Detection
- Provides SkypeOut Smart Dialing
- Value-added Service
- Global Extension Number: Compose several Exchange 9140/9180s into a global network and they can communicate with each other for free.
- Line Probe Utility: Automatically detect the telecom parameters of PBX (Dial Tone, Ring Tone and Busy Tone) and upload these parameters to Exchange.
- VoSKY Voice Recording Utility: Easy and simple recording interface.

## 1.3 Minimum System Requirements

- **PC Server**

Exchange 9140: Intel Core 2 Duo Processor E6400 or faster,

Exchange 9180: Intel Core 2 Duo Processor E6600 or

Intel XEON 3060 or faster;

1GB RAM, 400MB free HD space; CD-ROM drive;

1/2 free USB 1.1 or 2.0 port

- **OS:** Windows XP Professional+SP2

- **Application:** Skype v2.0 or 2.5(recommended)

- **Internet connection:** Dedicated Broadband

Exchange 9140: Downlink  $\geq$  1 Mbps, Uplink  $\geq$  128 Kbps

Exchange 9180: Downlink  $\geq$  2 Mbps, Uplink  $\geq$  256 Kbps

- **PBX:** 1~8 Analog Extension Ports with Call Forward on Busy or Extension Hunt Group Features



**Note:**

VoSKY Exchange 9140/9180 is in compliance with the latest Skype application version and not guarantee Skype would adopt the application forever.

# 2 Installation

The installation process of Exchange 9180 is similar to that of Exchange 9140. The following section will illustrate the installation procedure for the Exchange 9140, and all example images and steps correspond to the Exchange 9140 installation.

## 2.1 Pre-Installation Checklist

Before installing any software, we recommend checking the following items below:

<b>Item</b>
<b>1. PC</b>
a. Minimum System Requirements (Refer to Section 1.3)
b. Dedicated Network Connection (Refer to Section 1.3)
c. Clean Operating System (no unnecessary software installed except for the firewall and anti-virus)
d. The system does not belong to any Windows Active Directory domain
e. A Windows user account with administrator privileges has been created and is currently the one in use.
<b>2. Exchange 9140/9180</b>
a. Exchange 9140/9180 Hardware and Fittings (Refer to Section 1.1)
b. Reseller ID for activating the SW (Refer to Section 2.5.3)

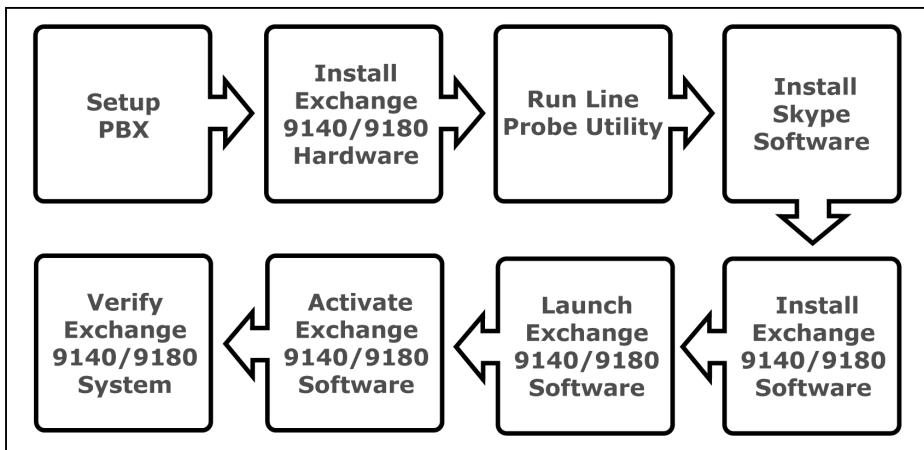
### 3. PBX

- a. Telecom Parameters: Dial Tone, Busy Tone, Ring Tone, Congestion Tone (Required)
- b. Configure Call Forwarding on Busy or an Extension Hunt Group (Required)
- c. Each Analog Extension Port can generate a Busy Tone (Required)
- d. A sufficient number of Analog Extension Ports are available (Required)

## 2.2 Installation Flow Chart

The Installation Flow Chart below diagrams the proper installation flow when setting up the Exchange 9140/9180. Studying this chart will give you a good overview of the necessary steps to install the Exchange 9140/9180.

### Exchange 9140/9180 Installation Flow Chart



## 2.3 Setup the PBX

Before installing the software, you must configure your PBX's features and parameters properly in order to have full functionality with Exchange. Make sure that the PBX has all the features listed in the **Pre-Installation Checklist** (refer to Section 2.1 - **Pre-Installation Checklist**) before you start to configure it. An improperly configured PBX may cause certain features of Exchange 9140/9180 to not work appropriately (If you are not the PBX administrator please consult your PBX maintenance department for help).

1. Get the Hunting Group Number which the PBX uses to access PSTN lines for Exchange 9140/9180 use.
2. Confirm the PBX has 4/8 available analog Extension Ports for connecting Exchange 9140/9180 (for example: Ext.1, Ext.2, Ext.3, Ext.4... Ext.8).
3. Disable the Voice Mail feature for each of the 4/8 Extension Ports (refer to your PBX manual for more information).
4. Set each of the 4/8 analog Extension Ports in an **Extension Hunt Group** or enable the **Call Forwarding on Busy** feature for those ports (The recommended sequence for Call Forwarding on Busy is: Ext.1->Ext.2-> Ext.3-> Ext.4...->Ext.8).
5. Assign an access number for the above Extension Hunt Group.

### **Note:**

Ext.1, Ext.2, Ext.3, Ext.4 ...Ext.8 is used as examples. They do not mean the actual Extension Ports of PBX.

## 2.4 Install Exchange 9140/9180 Hardware

After completing configuration of the PBX, the next step is to connect the Exchange 9140/9180 with the PBX and PC. Install the Exchange 9140/9180 hardware by following the steps below:

1. Connect the power adapter to the power port which is located on the right side of Exchange 9140/9180's back panel.



2. Plug the other end of the power adapter to an electrical outlet. Once it is plugged in the **Ready** and **In Use** LEDs of Exchange 9140/9180 will start to flash slowly as shown below:





### **Warning:**

Exchange 9140/9180 may cause static noise if the power adapter is not properly grounded. Please insert the adapter to a grounded (three-hole) wall socket to avoid this issue.

3. Connect Exchange 9140/9180 to the Extension Ports on your PBX with the supplied telephone lines [RJ-11]. We recommend you connect the ports in the pattern described below (this will increase the reliability of making and receiving calls through Exchange 9140/9180):

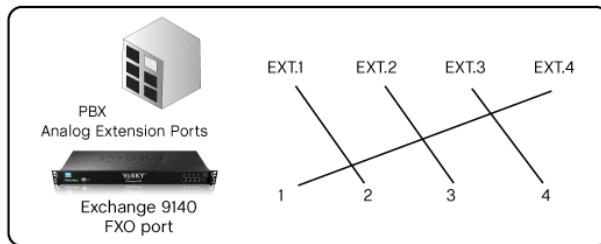


### **Note:**

The recommended Call Forwarding on Busy sequence for Extension Ports on your PBX is: Ext.1->Ext.2-> Ext.3-> Ext.4...->Ext.8

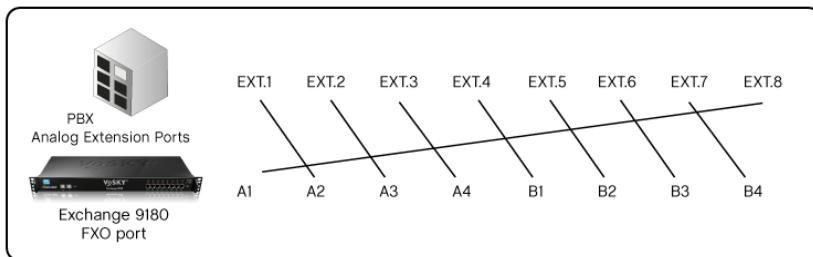
### **Exchange 9140:**

- Connect FXO port1 of Exchange 9140 to the Ext.4 port on the PBX
- Connect FXO port2 of Exchange 9140 to the Ext.1 port on the PBX
- Connect FXO port3 of Exchange 9140 to the Ext.2 port on the PBX
- Connect FXO port4 of Exchange 9140 to the Ext.3 port on the PBX



### **Exchange 9180:**

- Connect the FXOA1 port of Exchange 9180 to the port Ext.8 on the PBX
- Connect the FXOA2 port of Exchange 9180 to the port Ext.1 on the PBX
- :
- Connect the FXOB4 port of Exchange 9180 to the port Ext.7 on the PBX



4. Connect Exchange 9140/9180 to the PC server with the supplied USB cable(s). The USB port (1 for Exchange 9140, 2 for Exchange 9180) is on the left side of Exchange 9140/9180's front panel.
5. When finished, please run the Line Probe Utility supplied in the Installation CD to detect the telecom parameters (refer to Section 6.1 - **Line Probe Utility**).

## 2.5 Install Skype and Exchange 9140/9180 Software

This section guides you through the installation of the required Exchange 9140/9180 software. Additionally, there are included instructions on how to activate, launch and verify your Exchange 9140/9180 installation.

### 2.5.1 Install Skype Software

Before installing the Exchange 9140/9180 software, initially you must install Skype in your PC. Exchange 9140/9180 supports Skype 2.0 and Skype 2.5. However, we recommend installing Skype 2.5 as this version enables Exchange 9140/9180 to show the call rate of SkypeOut in the Call Log. If you have installed Skype already, skip this section and jump to Section 2.5.2 -

#### ***Install Exchange 9140/9180 Software.***

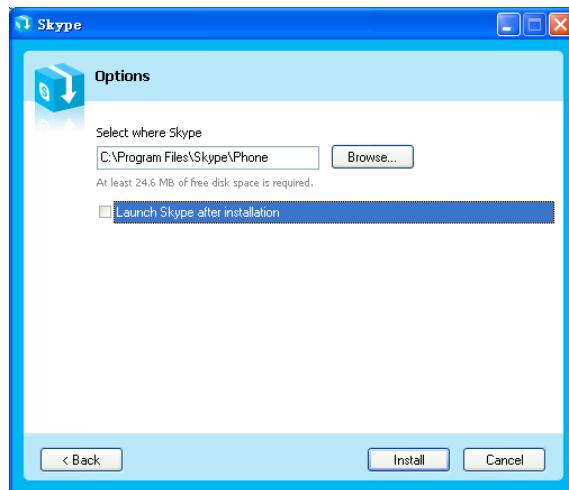
1. Insert the Installation CD into your disk drive. A **Welcome to VoSKY Exchange** window will come up. Click **Install Skype** to install Skype 2.5.



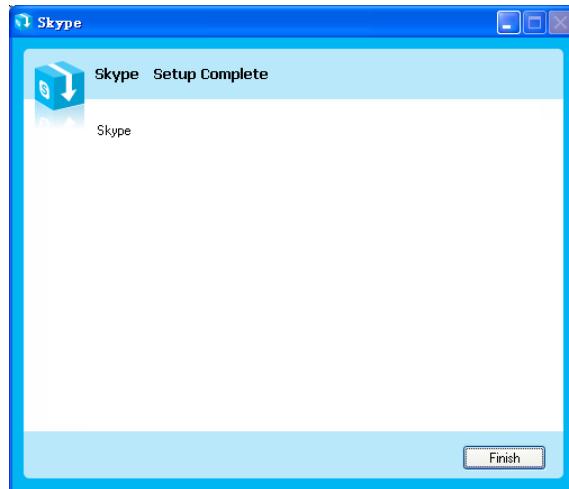
2. In the **Skype-Install** window, select your language, read the **Skype End User License Agreement (EULA)** and **Skype Privacy Statement**. Select the option **Yes, I accept the EULA and I have read the Privacy Statement** and click **Options** to continue.



3. In the **Options** window, you can click **Browse** to change the installation path for Skype or just accept the default location. **DO NOT select Launch Skype after installation** (unchecked the option box). Click **Install** to continue.



4. The **Skype Setup Complete** window will pop up when the installation completes. Click **Finish** to exit the setup.

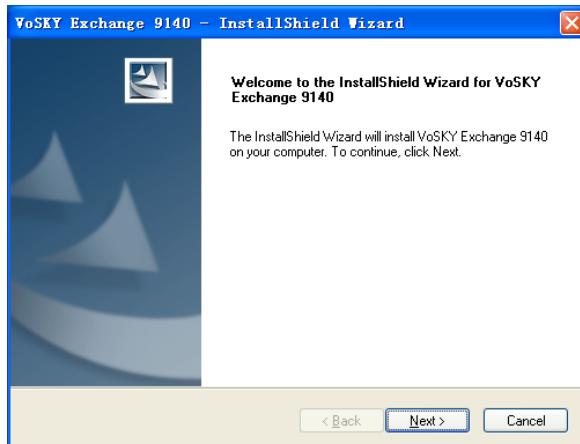


This completes the installation of Skype. Do not remove the Installation CD from the drive. The following section will guide

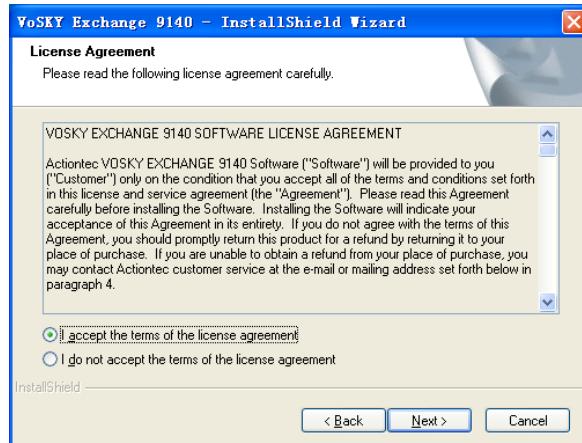
you to the installation of the Exchange 9140/9180 software.

## 2.5.2 Install Exchange 9140/9180 Software

1. Return to the **Welcome to VoSKY Exchange** welcome screen and click **Install Exchange 9140** to start the installation.
2. The setup program will run and the **VoSKY Exchange 9140 InstallShield Wizard** will guide you through the whole installation process. Click **Next** to continue.

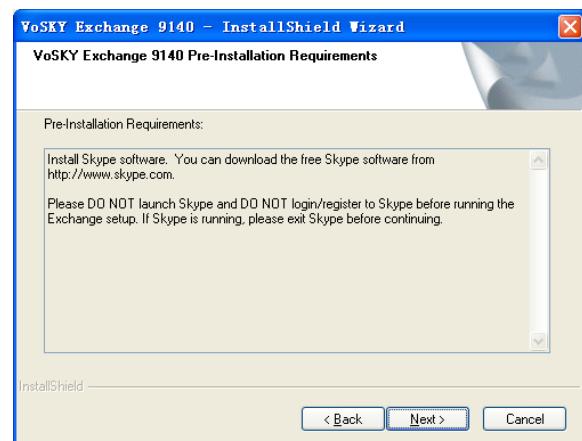


3. Read through the **License Agreement** in detail. Select **I accept the terms of the license agreement** and click **Next** to continue.

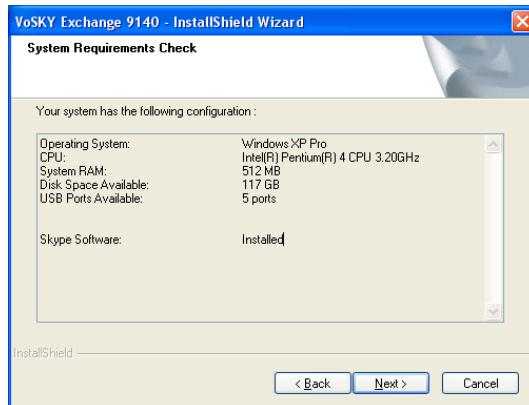


## 4. The VoSKY Exchange Pre-Installation Requirements

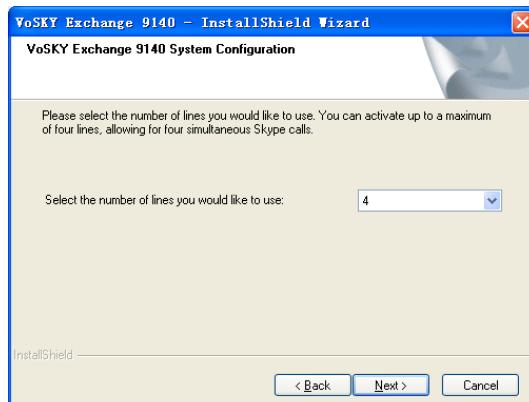
window will appear to remind you to install the Skype beforehand. Refer to Section 2.5.1 - **Install Skype Software** if you haven't installed it yet. Otherwise, click **Next** to continue. Make sure not to launch, login or register Skype until the installation of Exchange 9140 is complete.



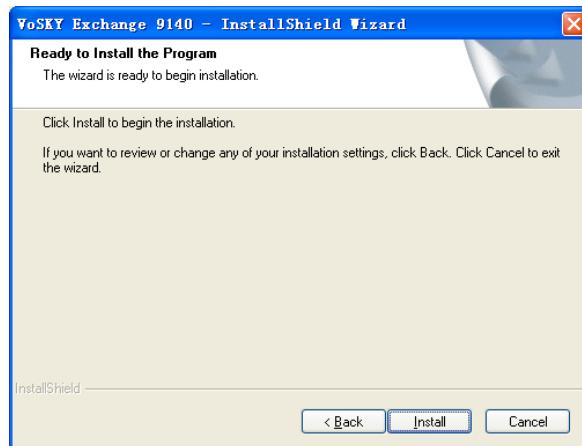
5. The **System Requirements Check** window shows the system configuration of your PC. Verify whether it meets the minimum system requirements of Exchange 9140. Click **Next** to continue.



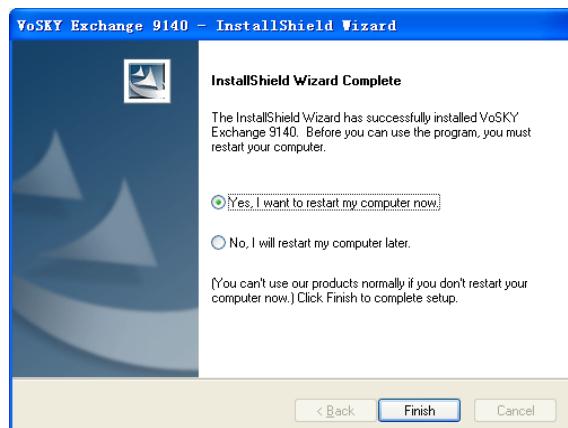
6. Select the number of lines you would like to use (default: 4) in the **VoSKY Exchange 9140 System Configuration** window. Click **Next** to continue.



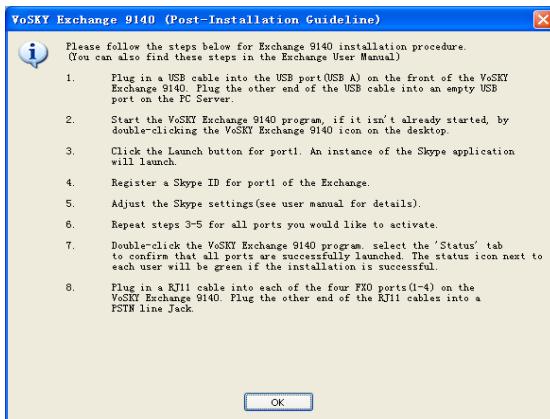
7. Click **Install** in the **Ready to Install the Program** window.  
It may take a few minutes to install the Exchange 9140 software.



8. When the installation completes, the **InstallShield Wizard Complete** window will pop up to ask if you would like to restart the PC. Select **Yes, I want to restart my computer now** and then click **Finish**.



9. After reboot, the **Post-Installation Guideline** window will pop up. Read the instructions listed and follow them carefully for proper installation of Exchange 9140/9180. Click **OK** to close it.



### **Note:**

After the installation of Exchange 9140/9180 an application window, Tomcat (Web server), will automatically launch.

**This is an essential process and should not be closed while Exchange 9140/9180 is in use.**

Several Exchange 9140/9180 processes may attempt to connect to the network during installation. If Windows Firewall is in use, a pop up warning message will appear and ask you whether to block the program or not. Click **Unblock** to allow access.



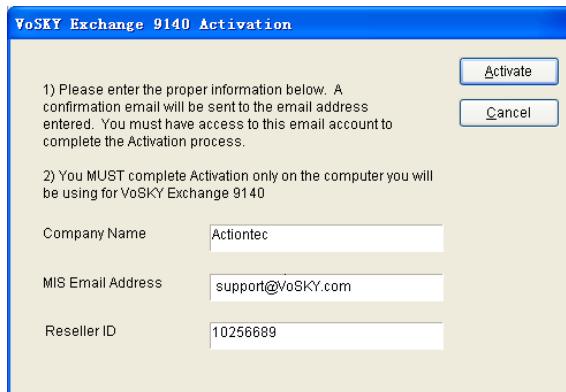
## 2.5.3 Activate Exchange 9140/9180 Software

Exchange 9140/9180 must be activated before use. Please refer to the following procedures to complete activation:

1. Click **Activate Product** from the Exchange 9140/9180 Console.



2. Fill in the blanks as shown below. The **Company Name** and **MIS Email Address** are required while the **Reseller ID** is optional. You can ignore the **Reseller ID** if you don't have one. Click **Cancel** to activate it later. Otherwise, click **Activate** to continue.



**Note:**

The system will show the Reseller information in the **About** tab on the Exchange 9140/9180 Console if you have entered the **Reseller ID**.

3. A window will pop up after you click **Activate** with further instructions to complete the Activation process. Click **Back** to modify an incorrectly entered **MIS Email Address**. Click **Cancel** to activate at a later time.

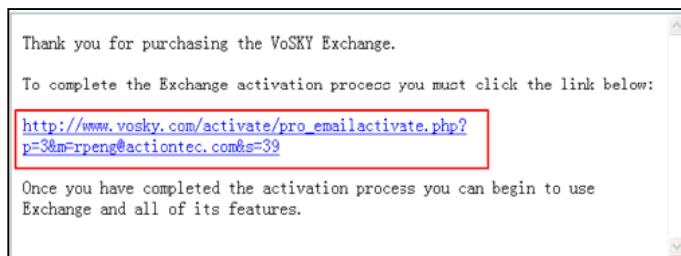
**Note:**

If the message window shown below pops up after you click **Activate**, check your Internet connection and disable

Windows Firewall temporarily. Click **OK** and try again.



4. We will send you a confirmation email. Check the email account you entered in Step 2 and click the link in the email to complete the confirmation (Optional).



## **Note:**

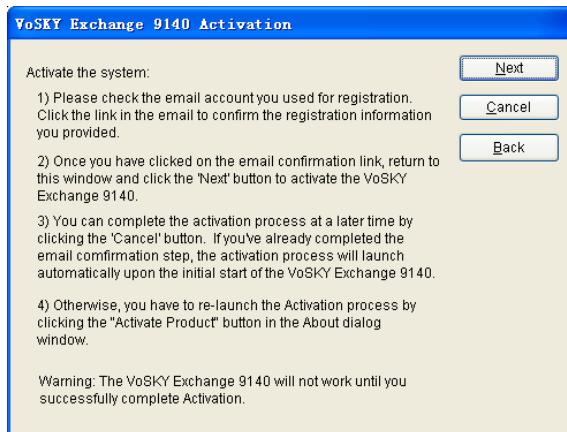
You should receive the email within three minutes. If not, please check the following items:

1. The value for **MIS Email Address** you entered in Step 2 is a valid email address. You can click **Back** to modify

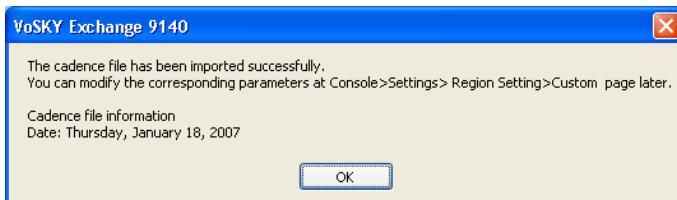
this value.

2. Check the spam, junk, or recycle bin of your email account. Your email program or service may incorrectly tag the message as junk or spam email.

5. Click **Next** to finish the activation.



6. After the activation, the system will automatically search for the telecom parameters file (default: custom.ini), detected and saved by the Line Probe Utility and import the file into the Exchange 9140/9180. When finished, the following window will pop up. Click **OK** to close the window.



7. If the system cannot find the telecom parameters file (default: custom.ini), the following window will pop up to ask you to import the file manually (image1). When finished, a successful window will pop up (image2). Click **OK** to close the window.

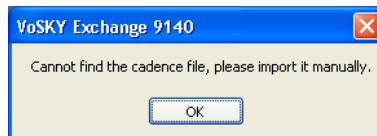


image1

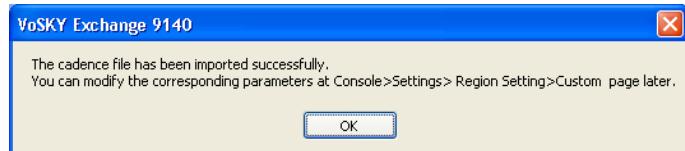
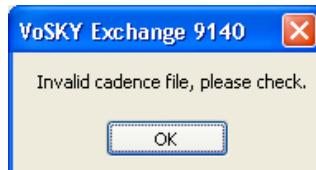


image2



### Warning:

We recommend importing the telecom parameters file detected and saved by the Line Probe Utility. Otherwise, the following window will pop up and the Exchange 9140/9180 may not work properly.



## 2.5.4 Launch Exchange 9140/9180 Software

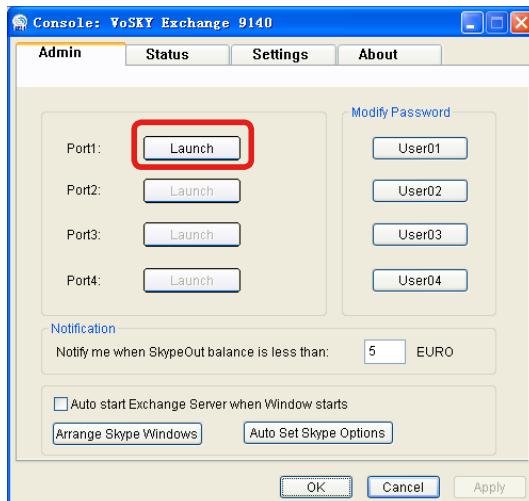
The Exchange 9140/9180 Console will launch automatically after activation. The Exchange 9140/9180 Console is used to launch and activate each port. Each port of Exchange 9140/9180 corresponds to a unique Skype account. The following procedure shows how to launch Skype from the Exchange Console:

### Note:

Check the following items before launching the Exchange 9140/9180 software:

1. Exchange 9140/9180 has been activated successfully.
2. If Skype is running, please exit the program before launching the Exchange 9140/9180 software.

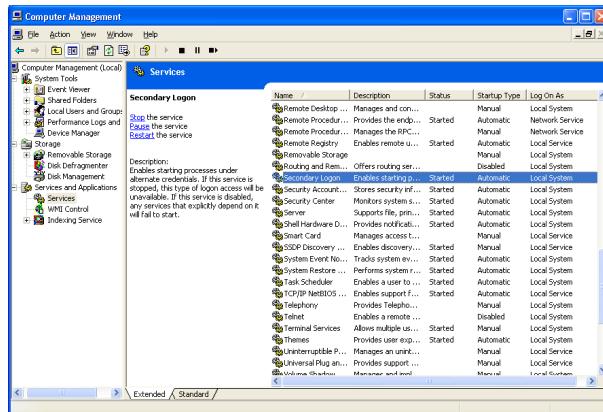
1. Click **Launch**.



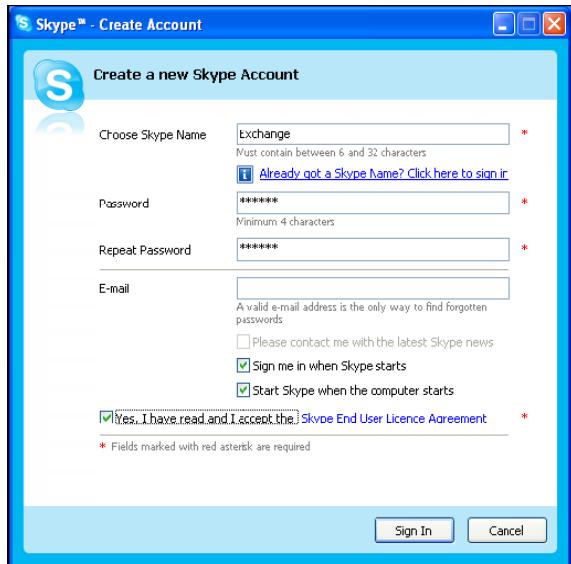
 **Note:**

Check the following items if you cannot launch Skype by clicking the **Launch button**:

Right click **My Computer -> Manage -> Services And Applications -> Services**. Change the status of **Secondary Logon** to **Started**.



- After launching Skype successfully, you can login by using an existing Skype account or creating a new one.



## **Note:**

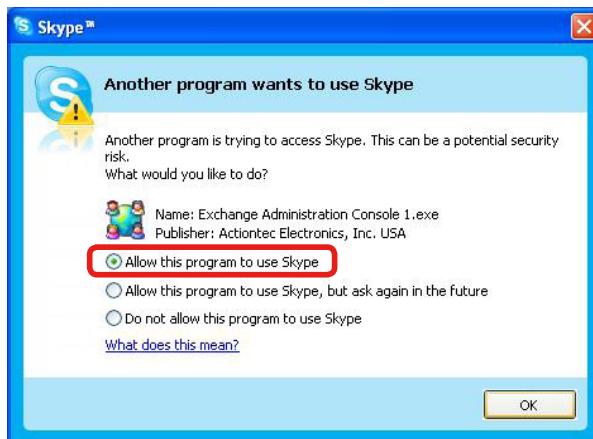
We recommend creating Skype IDs with a sequential naming convention, such as Company Name, Company Name2, Company Name3, Company Name4...Company Name8. The Skype ID of the first port on Exchange 9140/9180 will be used as the Company Skype ID. That is, the Skype ID 'Company Name' will be used as the Company Skype ID.



## **Example:**

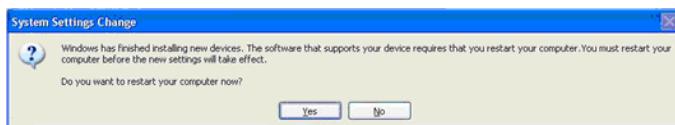
If you need to create four Skype accounts, you can name them as: Exchange, Exchange2, Exchange3 and Exchange4. The Skype ID 'Exchange' will be used as the Company Skype ID.

3. The **Another program wants to use Skype** window will pop up after you login to Skype successfully. Select **Allow this program to use Skype** and then click **OK** to continue.

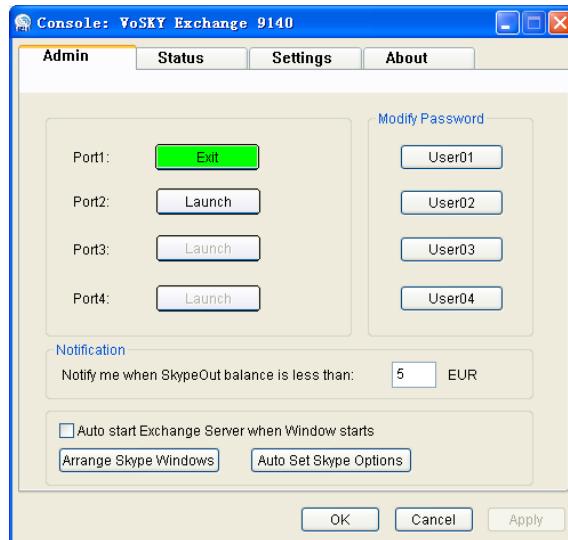


 **Note:**

The first time you launch a port, the **System Settings Change** window will pop up to ask you whether to restart the PC or not. Click **No** to continue.



4. When the port is launched, the corresponding status indicator under the **Admin** tab on the Exchange 9140/9180 Console will be **Green** as shown below.



5. The Ready and In Use LEDs will start to flash quickly when Exchange 9140/9180 downloads the firmware (image1). Once the firmware has finished loading, the two LEDs will be solid on for a few minutes (image2). When ready the In Use LED will turn off and the Ready LED will be solid on (image3). The corresponding status indicator under the **Status** tab on the Exchange 9140/9180 Console will be **Green** (image4).



image1



image2



image3

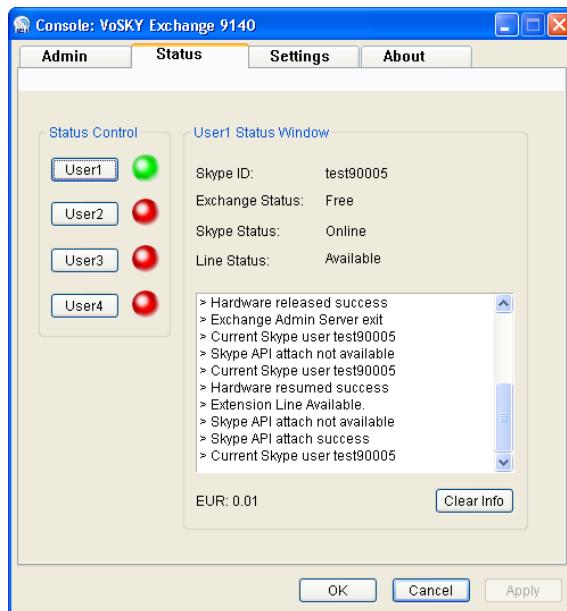


image4

6. Repeat the above 5 steps for each port. When all the ports are launched, the LEDs of Exchange 9140/9180 hardware will be shown as below (image1) and all status indicators in **Status** tab on the Exchange 9140/9180 Console will be **Green** (image2).

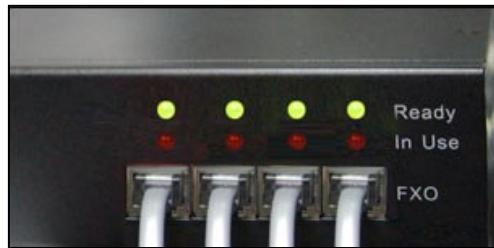


image1

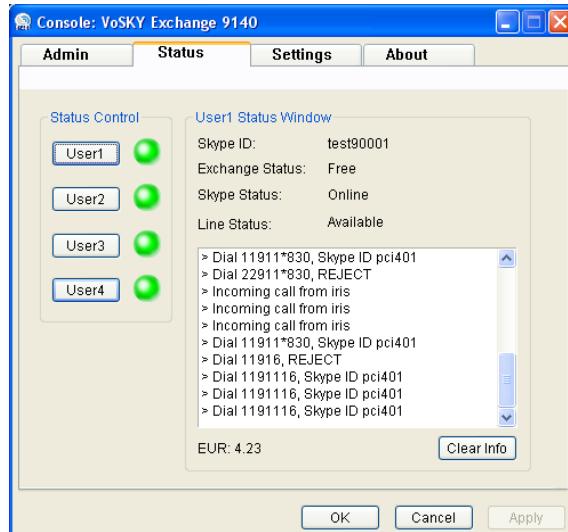
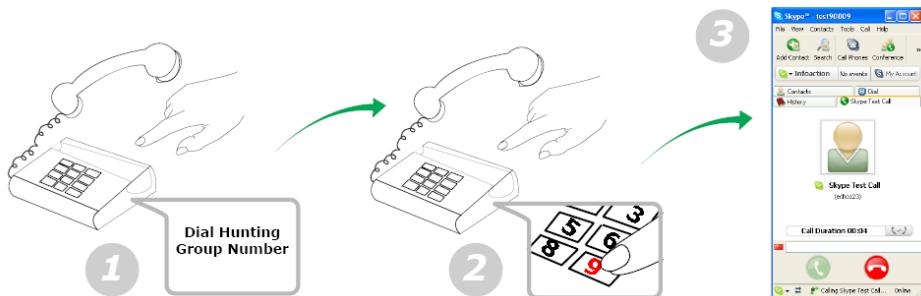


image2

## 2.5.5 Verify Exchange 9140/9180 System

Exchange 9140/9180 will automatically create a contact (Skype ID: echo123) for testing during the installation. The speed-dial key of echo123 is '**9**'. After connecting to the PBX, we recommend checking the Exchange 9140/9180 system prior to configuration.

1. Pick up any extension which connects to the PBX and dial the Hunting Group Number to access an Exchange line.  
After hearing the voice prompt/dial tone, dial '**9**' to make an Internet call to echo123. Make sure you can hear the Skype testing voice prompt.
2. After hearing the voice prompt, record a message for 10 seconds. Make sure you can hear this message and successfully complete the Skype echo test call.



# 3 Settings

You must configure your Exchange 9140/9180 before using it. This section will tell you how to configure Exchange 9140/9180:

- Exchange 9140/9180 Console Settings: Changing Telecom Parameters, Changing Voice Prompt Language, etc.
- Exchange 9140/9180 Web Settings: Remote Internet Call, PBX Settings, etc.

## 3.1 Exchange 9140/9180 Settings

### 3.1.1 Auto Start Exchange 9140/9180 Software

The first time you launch the Exchange 9140/9180 software, you need to launch each port one by one and login/create to its corresponding Skype account. Auto Start makes it possible for Exchange 9140/9180 to automatically launch when windows starts. You can enable it by selecting the option **Auto start Exchange Server when Windows starts** under the **Admin** tab on the Exchange 9140/9180 Console.



If you need Skype to automatically launch when Exchange 9140/9180 launches, please select **Sign me in when Skype starts** as shown below:



After you enable this feature, Exchange 9140/9180 will automatically launch when Windows starts instead of having to launch it manually.

### 3.1.2 Exchange 9140/9180 Auto-Notification

Exchange 9140/9180 offers an auto-notification mechanism to notify you of urgent events. You must enter your Skype ID or Cell Phone Number in the Administrator Settings page on

the web console (refer to Section 3.2.1.4 - **Administrator Settings**). Make sure all Skype accounts have SkypeOut credit. Otherwise, Exchange 9140/9180 is unable to make calls to your cell phone. Exchange 9140/9180 will notify you by Skype IM or SkypeOut call when the following occurs:

- a. USB Unplug Detection: If any USB cable is not properly plugged in, the corresponding Skype line will send an IM to your assigned Skype ID and make a SkypeOut call to your assigned cell phone.
- b. Skype Status Detection: If any Skype account is closed for more than 60 seconds, it will relaunch automatically.
- c. SkypeOut Credit Low Balance Notification: You can enable this feature under the **Admin** tab on the Exchange 9140/9180 Console to get an automatic low balance notification when the SkypeOut balance is lower than the value you set (default: 5). After configuration, the corresponding Skype account will send an IM to your assigned Skype ID when the above occurs on any Skype account of Exchange 9140/9180. Additionally, you will hear a voice prompt notification of the SkypeOut low balance when making a SkypeOut call.



 **Note:**

Please use the same currency units to manage SkypeOut credit of Exchange 9140/9180. Exchange 9140/9180 will automatically use the currency units of its first port's Skype account as the default value.

- d. Update Auto-Notification: When there is an update available, the Exchange 9140/9180 will automatically notify you by sending an IM to your Skype ID.

### 3.1.3 Manage Windows User Accounts

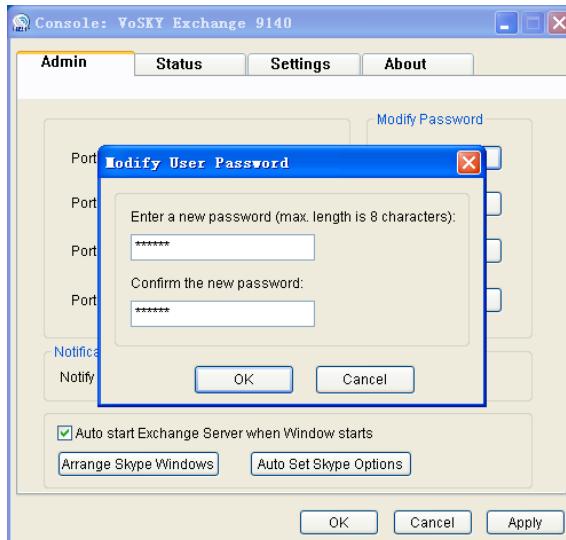
After the installation, Exchange 9140 will automatically create four windows accounts on your PC server: user01, user02, user03 and user04. (Exchange 9180 will automatically create eight windows accounts on your PC server: user01, user02, user03...user08.) The default password for all accounts is '1'.

Click the corresponding username in **Admin** tab to modify the password. Below is an example of how to modify the password of user01:

 **Note:**

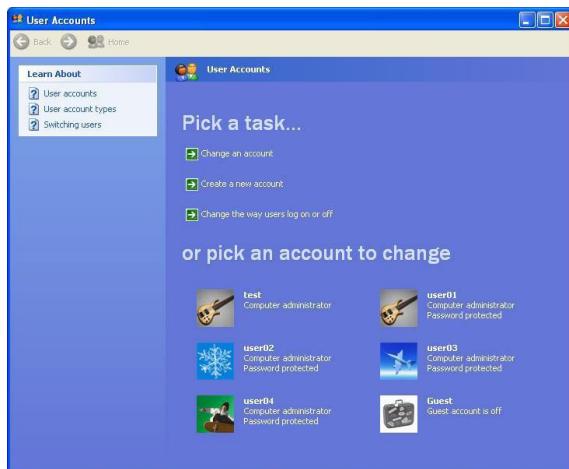
Exchange 9140/9180 does not require a Windows user account password to function. You may leave the fields blank if you do not want to assign a password for these accounts.

Enter the new password in the **Modify User Password** window and click **OK** to save the modification. The maximum length of each password is 8 characters.



Click **Start->Control Panel->User accounts** to view all the accounts created by Exchange 9140/9180. Single Desktop enables you to manage 4-8 Skype accounts in one desktop. The

picture below shows the four accounts created by Exchange 9140 during the installation.



We recommend using a dedicated system and creating a Windows account with administrator privileges to install the Exchange 9140/9180 software.



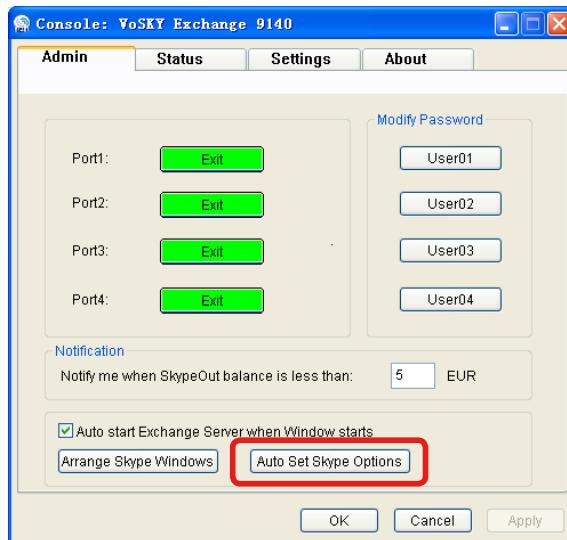
### **Warning:**

Do not manually delete the windows accounts created by Exchange 9140/9180. Otherwise, Exchange 9140/9180 will not work properly.

## **3.1.4 Change Skype Settings**

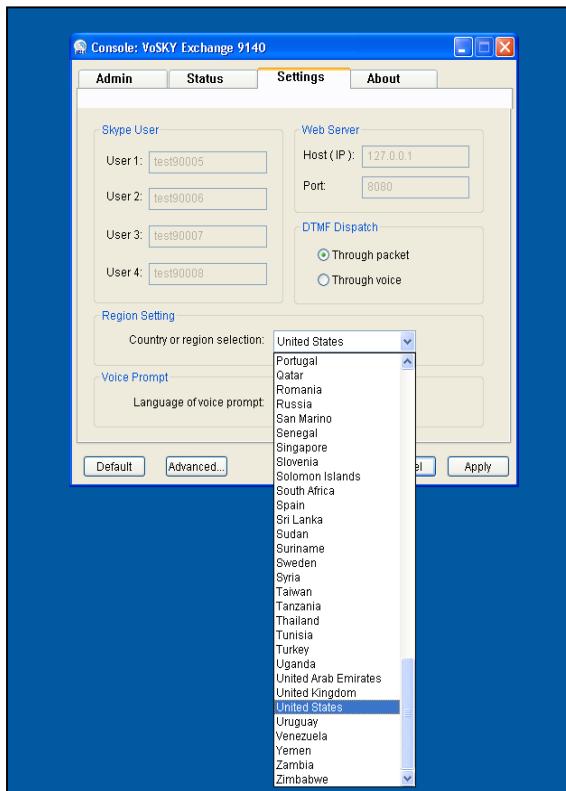
Before using the Exchange 9140/9180, you must first configure the Skype settings. Click **Auto Set Skype Option** to make the Exchange 9140/9180 automatically configure all the launched

Skype settings.



### 3.1.5 Change Region Settings

Exchange 9140/9180 provides the telecom parameters for more than 100 countries or regions (refer to Appendix B - **Country/Region List**). The telecom parameters detected by the Line Probe Utility will generate the parameters best suited for your environment. There should be no need for you to change the region settings if you have successfully used the Line Probe Utility.

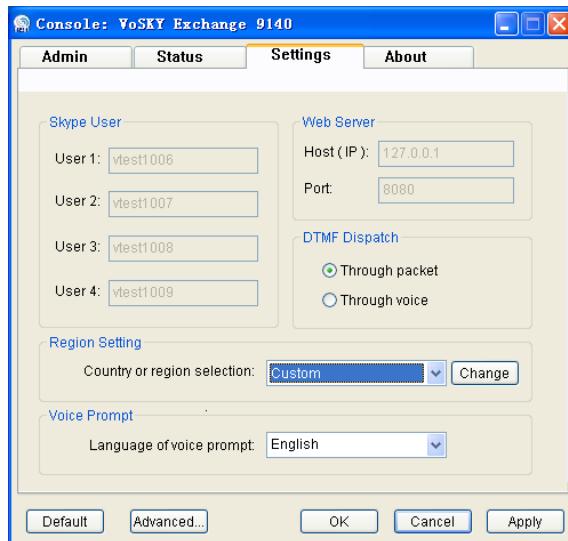


To customize the telecom parameters, please refer to Section 3.1.6 - **Setup Telecom Parameters**.

### 3.1.6 Setup Telecom Parameters

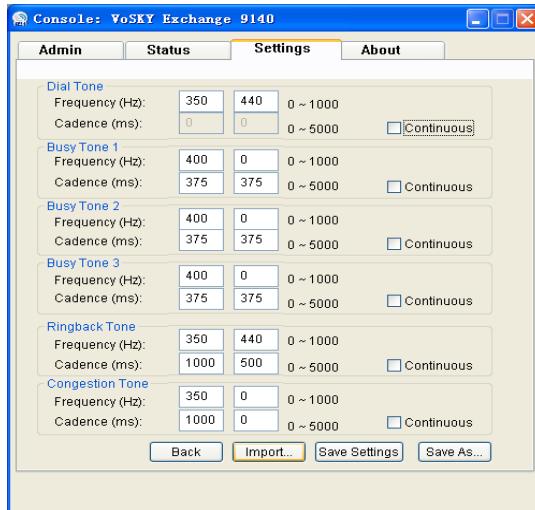
You can use the Line Probe Utility to detect the telecom parameters, such as Busy Tone, Dial Tone, Ringback Tone and Congestion Tone (refer to Section 6.1 - **Line Probe Utility**). After activation, you must import the telecom parameters file into the Exchange 9140/9180. To modify the telecom parameters, open the Exchange 9140/9180 Console, select

**Custom** from the drop-down list of Region Setting in **Settings** tab and then click **Change**. As shown below:



You can set the telecom parameters of the PBX's internal lines (Busy Tone, Dial Tone, Ringback Tone and Congestion Tone) and PSTN lines (Busy Tone).

Modify the telecom parameters or click **Import** to import the telecom parameters file . When finished, click **Save Settings** to continue. You can save the telecom parameters by clicking **Save As**.

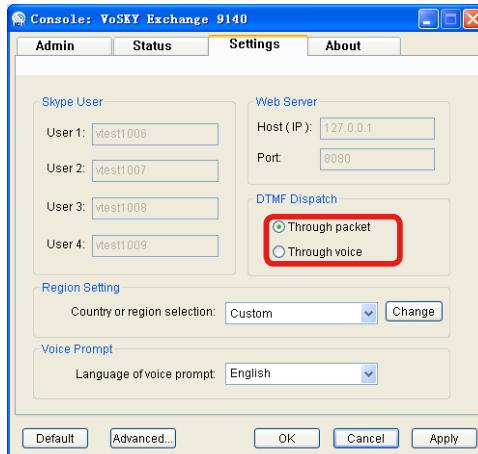


### **Note:**

You must use the Line Probe Utility to detect the telecom parameters (Busy Tone). Otherwise, it may cause the line locking during the usage of Exchange 9140/9180, which means the PBX cannot release the line after the user hangs up.

## 3.1.7 DTMF Settings

Exchange 9140/9180 provides two ways to transmit DTMF: Through Packet or Through Voice. The default option is Through Packet.



### 3.1.8 Change Voice Prompt Language

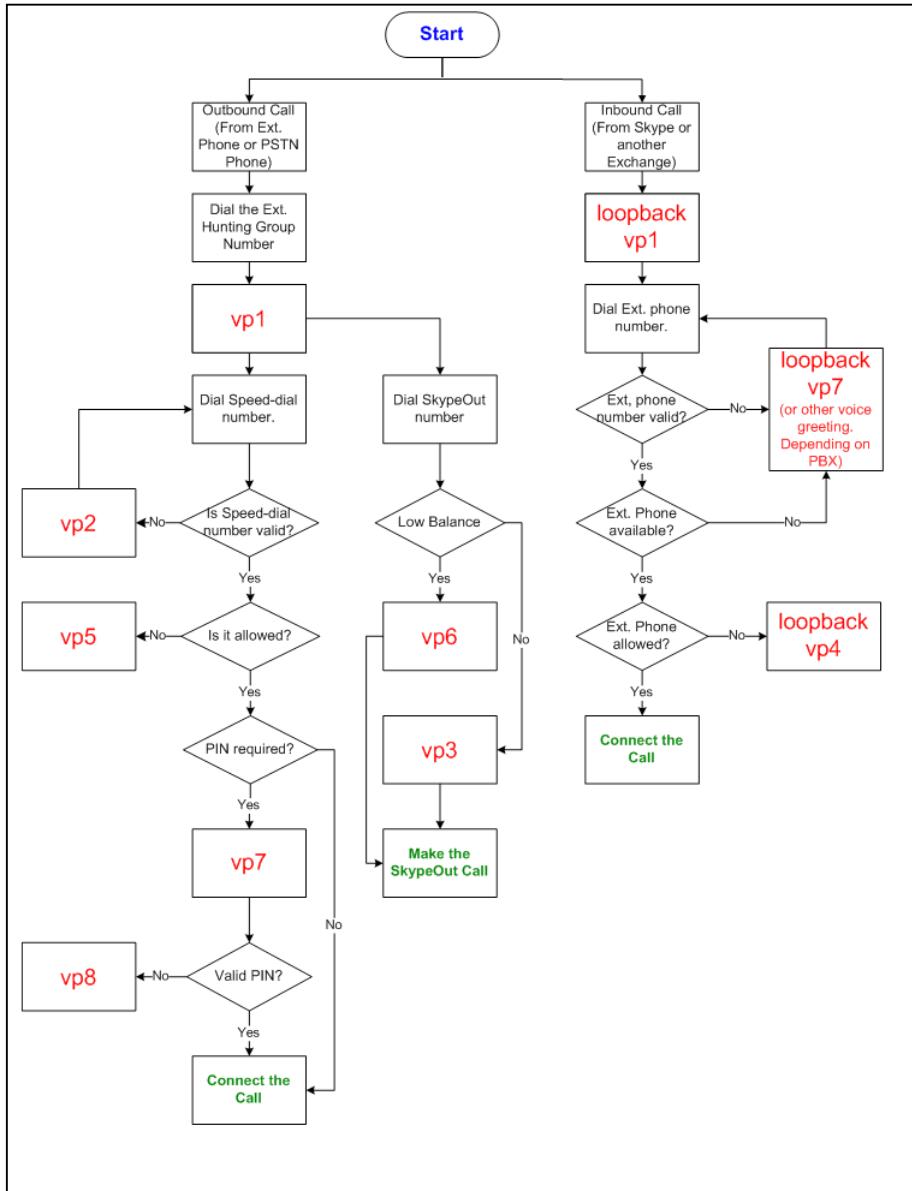
You can change the default language of the voice prompts to your language of choice. The default language is **English**. We include the **Voice Recording Utility** for you to record your own voice prompts if you prefer to use your own (refer to Section 6.2 - **Voice Recording Utility**).



The default voice prompt language is English. The voice files are saved in the “[local disk]: \Program Files\VoSKY Exchange 9140 (9180) \Exchange Server \Voice Prompt \English” folder. This is the default installation path for VoSKY Exchange and may differ from your system.

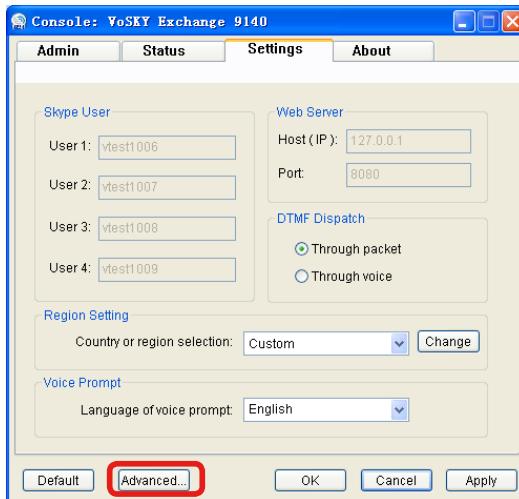
The table below shows the files and properties of Exchange 9140/9180:

Filename	Remarks
<b>loopbackVP1.wav</b>	Prompt the user to dial the extension number.
<b>loopbackVP4.wav</b>	Prompt the user that they do not have proper rights to make the call.
<b>loopbackVP5.wav</b>	Busy tone, do not need to record.
<b>loopbackVP6.wav</b>	Prompt the user that the extension cannot be answered at the moment.
<b>loopbackVP7.wav</b>	Prompt the user that the extension cannot be answered at the moment.
<b>vp1.wav</b>	Welcome voice; prompt the user to dial the speed-dial key or the SkypeOut number.
<b>vp2.wav</b>	Prompt the user that the speed-dial key dialed is incorrect and ask to try again.
<b>vp3.wav</b>	Prompt the user that the SkypeOut call is connecting.
<b>vp5.wav</b>	Prompt the user that they do not have proper rights to make the call and ask to try again.
<b>vp6.wav</b>	Prompt the user that the SkypeOut credit is running low.
<b>vp7.wav</b>	Prompt the user to dial the PIN.
<b>vp8.wav</b>	Prompt the user that the PIN dialed is incorrect and ask to try again.
<b>vp_alarm.wav</b>	Notification voice when the USB cable is disconnected from Exchange.



### 3.1.9 Advanced Settings

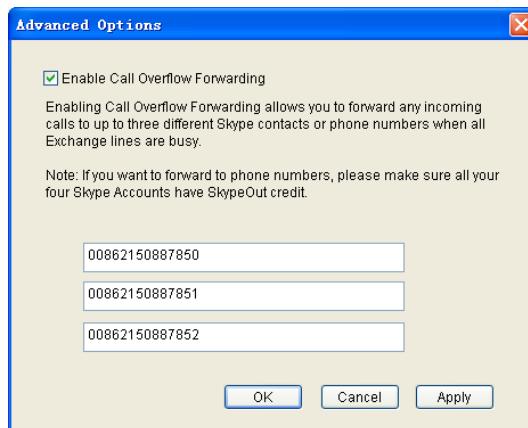
Click **Advanced** under the **Settings** tab on the Exchange 9140/9180 Console:



**Call Overflow Forwarding:** A call forwarding feature when all lines of Exchange 9140/9180 are busy and there is an additional Skype incoming call. To enable this feature, select the **Enable Call Overflow Forwarding** option and enter the Skype ID/SkypeOut number you want to forward to. You can enter three Skype IDs/SkypeOut numbers at most and all the additional Skype incoming calls will be forwarded to them simultaneously when all lines are busy. When the incoming call is answered, the remaining Skype IDs will cancel the call automatically.

 **Note:**

If you want to forward the calls to a normal phone, please make sure all Skype accounts have SkypeOut credit.



**Setting Call Overflow Forwarding:** We recommend using the telephone number of your company as one of the Call Overflow Forwarding numbers (Make sure all Skype accounts have SkypeOut credit.). This allows remote users to still access your office when all Exchange lines are busy.

### 3.1.10 Localize Exchange 9140/9180 System Instant Message Dialog

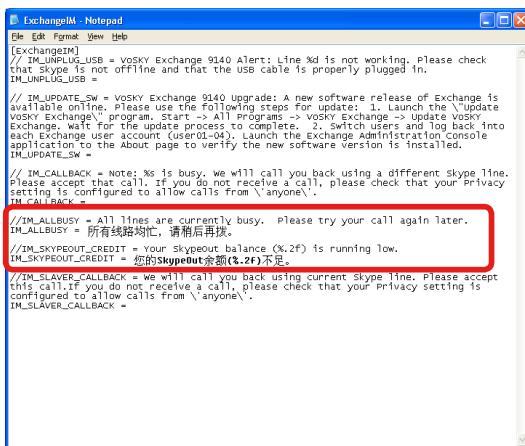
Exchange allows you to customize the IM messages sent by Exchange to remote users during various events. For the new system IM messages to take effect, the Exchange 9140/9180 Console must be restarted after customization. Therefore, we recommend customizing the system IM when Exchange 9140/9180 is not in use.

Exchange 9140/9180 will send an instant message if the following occurs:

- Exchange system error

- Call back
- All lines are busy
- SkypeOut balance running low

The default language of System Instant Message is English. The user can customize its format, description and language. The System Instant Message file is saved in “[local disk]:\Program Files\VoSKY Exchange 9140 (9180)\ExchangeIM.ini” (this is the default installation path and may differ from your system). You may refer to the default file for a description of the original message, and use it as a reference when creating custom messages. An example is shown below:



```

[ExchangeIM]
// IM_UNPLUG_USB = VoSKY Exchange 9140 Alert: Line %d is not working. Please check that the line is not offline and that the USB cable is properly plugged in.
IM_UNPLUG_USB = 

// IM_UPDATE_SW = VoSKY Exchange 9140 upgrade: A new software release of Exchange is available online. Please use the following steps for update: 1. Launch the \update VOSKY Exchange\ program. Start -> All programs -> Vosky Exchange -> Update Vosky Exchange. 2. After the update is completed, log on to the Exchange Administration console application to the About page to verify the new software version is installed.
IM_UPDATE_SW = 

// IM_CALLBACK = Note: %s is busy, we will call you back using a different Skype line. Please accept that call if you do not receive a call, please check that your Privacy setting is configured to allow calls from \anyone\.
IM_CALLBACK = 

//IM_ALLBUSY = All lines are currently busy. Please try your call again later.
IM_ALLBUSY = 所有线路均忙，请稍后再拨。
//IM_SKYPEOUT_CREDIT = Your Skypeout balance (%,.2f) is running low.
IM_SKYPEOUT_CREDIT = 你的SkypeOut余额(%,.2f)不足。
//IM_SLAYER_CALLBACK = We will call you back using current Skype line. Please accept this call. If you do not receive a call, please check that your Privacy setting is configured to allow calls from \anyone\.
IM_SLAYER_CALLBACK =

```



### **Warning:**

**%s, %d and %2f** are defined by the system and cannot be changed.



### **Note:**

Enter the symbol **\n** at the place where you want to start a new line.

Please save the file after customization. If Exchange 9140/9180 is running at that time, exit and relaunch each port for the new file to take effect. To restore the default System Instant Message file, just delete the messages you have customized previously.

## 3.2 Exchange 9140/9180 Web Settings

The section aims at showing you how to configure the Exchange 9140/9180 Web Console. You must complete the settings before using the Exchange 9140/9180 to make calls.

- The User Management of Exchange 9140/9180, including adding, deleting and modifying user and contact details.
- The Phonebook Management of Exchange 9140/9180, including Public Contacts, Private Contacts and Intra-Company Phonebook.
- Remote Internet Call Settings.
- Dialing Scheme Settings.
- SkypeOut Settings.

Open your browser and enter <http://localhost:8080> or <http://127.0.0.1:8080> in the address bar. Enter the Username and Password of administrator in the login page (default: Username - admin, Password - password). Select **Remember me** if you want to login automatically later. Click **Login** to enter the VoSKY Exchange 9140/9180 Web Console page.

**Note:**

For security reasons, please change your administrator password after logging in.



### 3.2.1 Configuration Wizard

#### 3.2.1.1 SkypeOut Settings

The first time you login as an administrator, the configuration wizard will ask you several questions to configure the administrator account properly. You must select one of the following options for SkypeOut access.



**1. Yes** (If you select any option under **Yes**, the default value of **Allow to Dial SkypeOut** will be YES in the Add User page.)

**a. Allow SkypeOut direct dial**

- i. All users can make SkypeOut calls directly: **SkypeOut number**;
- ii. The user allows to make SkypeOut calls by the Speed-dial key in the Private Contacts list: **Speed-dial key**;
- iii. All users can make SkypeOut calls by the Speed-dial key in the Public Contacts list: **Speed-dial key**;

**b. Allow SkypeOut direct dial with PIN**

- i. Users are allowed to make SkypeOut calls if prefixed with their PIN: **PIN+SkypeOut number**;
- ii. Users are allowed to make SkypeOut calls by Speed-dial key in the Private Contacts list: **PIN+Speed-dial key**;
- iii. All users can make SkypeOut calls by the Speed-dial

key in the Public Contacts list: **Speed-dial key**;

c. **Allow SkypeOut calls using speed-dial key only**

- i. Users are allowed to make SkypeOut calls by Speed-dial key in their Private Contacts list: **PIN+Speed-dial key**;
- ii. All users can make SkypeOut calls by the Speed-dial key in the Public Contacts list: **Speed-dial key**;

	<b>SkypeOut Number Directly</b>	<b>PIN+ SkypeOut Number</b>	<b>Public Speed- Dial key</b>	<b>PIN+ Private Speed-Dial key</b>
<b>Allow SkypeOut direct dial</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
<b>Allow SkypeOut direct dial with PIN</b>	<b>No</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
<b>Allow SkypeOut calls using speed-dial key</b>	<b>No</b>	<b>No</b>	<b>Yes</b>	<b>Yes</b>

2. **No** (If you select any option under **No**, the default value of **Allow to Dial SkypeOut** will be NO in the Add User page.)

a. **Restrict SkypeOut direct dial with PIN**

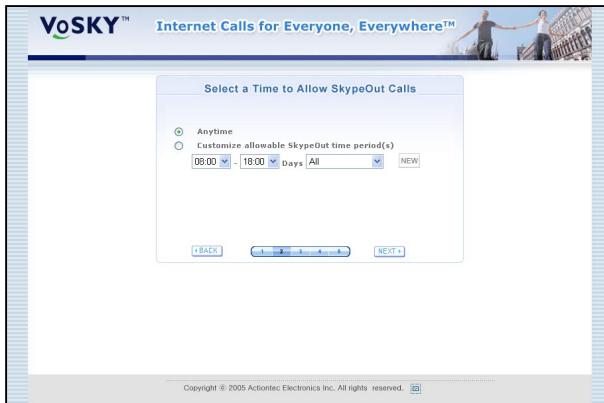
- i. Users are allowed to make SkypeOut calls if prefixed with their PIN: **PIN+SkypeOut number**;
- ii. Users are allowed to make SkypeOut calls by Speed-dial key in the Private Contacts list: **PIN+Speed-dial key**;

- iii. Users can make SkypeOut calls by the Speed-dial key in the Public Contacts list: **Speed-dial key**;
- b. **Restrict SkypeOut calls using speed-dial key only**
  - i. Users are allowed to make SkypeOut calls by Speed-dial key in the Private Contacts list: **PIN+Speed-dial key**;
  - ii. All users can make SkypeOut calls by the Speed-dial key in the Public Contacts list: **Speed-dial key**;

	<b>SkypeOut Number Directly</b>	<b>PIN+ SkypeOut Number</b>	<b>Public Speed-Dial key</b>	<b>PIN+ Private Speed-Dial key</b>
<b>Restrict SkypeOut direct dial with PIN</b>	No	Yes	Yes	Yes
<b>Restrict SkypeOut calls using speed-dial key</b>	No	No	Yes	Yes

### 3.2.1.2 SkypeOut Call Availability

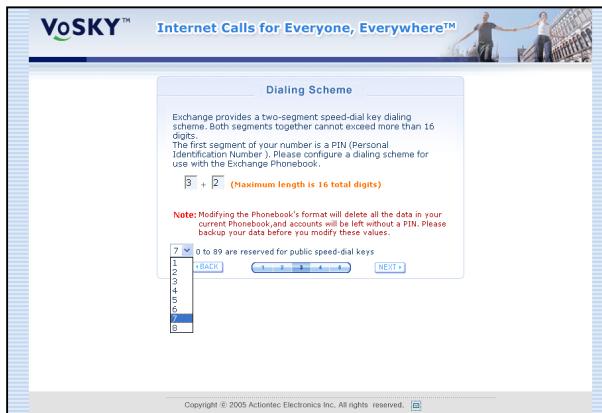
Configure the time period(s) for when you want to enable the SkypeOut feature. Select **Anytime** if you do not want to restrict it. Otherwise, select **Customize allowable SkypeOut time period(s)** and configure it in the drop-down list. Click **New** to add an item. When finished, click **Next** to continue.



### 3.2.1.3 Dialing Scheme

Exchange 9140/9180 provides a two-segment 'X+Y' dialing scheme (16 digits maximum). The first segment 'X' is the PIN (personal identification number). The PIN parameter can take any value from 2 to 15. The second segment 'Y' is the Speed-dial key. The Speed-dial key parameter can be any value from 1 to 7. (The value of the first digit of a Speed-dial key can be 0. For example: 0011.) **You must follow the rule 'X>Y' when setting these parameters.**

The default format is 3-digit PIN (X) + 2-digit Speed-dial key (y) as shown below:



Set the range of Speed-dial keys for your Public Contacts. By default, we reserve the range **70-89** for use as Speed-dial keys for Public Contacts (2-digit Speed-dial key as default). You can customize the range of keys used for Public Contacts by changing the first digit of Speed-dial key in the drop-down list (any digit from 1 to 8 is valid). The remaining Speed-dial keys will be reserved for Private Contacts.



### Example:

If you set the Dialing Scheme as 4-digit PIN (X) + 3-digit Speed-dial key (y):

1. X: **1000-8999** is reserved for the PIN;
2. Y: **700-899** is reserved for the speed-dial key of Public Contact;
3. Y: **0-699** is reserved for the speed-dial key of Private Contact (The first digit cannot be **9**.);
4. The digit value of 9 as the first number dialed is reserved for Location Code use.

Enter the digit and click **Next** to continue.

### 3.2.1.4 Administrator Settings

You can configure the following items under Administrator Settings:

- Password
- Nickname
- Extension Number
- Cell Phone Number
- Skype ID
- Comment

The field Username - admin (default) and PIN - 999 (default) are read-only. The Cell Phone Number and Skype ID fields are required (They will be used for Exchange 9140/9180 Auto-Notification, please refer to Section 3.1.2 - **Exchange 9140/9180 Auto-Notification**).



#### Note:

The Cell Phone Number field should be entered using the SkypeOut format: **00+country code+ area code+ local phone number** or **00+country code + cell phone number**.



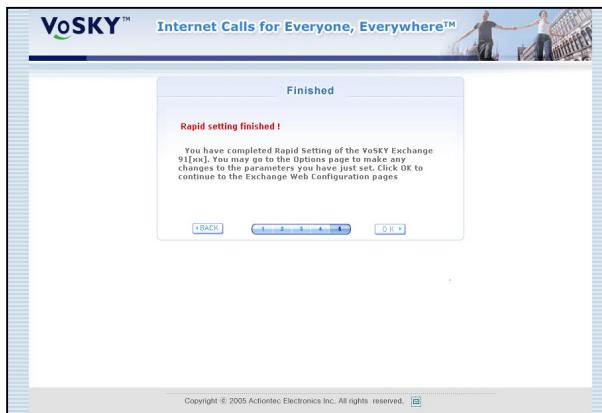
#### Example:

1. To make a SkypeOut call to the telephone number '555-1234' located in San Francisco (area code '415') in the US (country code '1'), please dial: **0014155551234**.
2. To make a SkypeOut call to the cell cell phone number '13502112255' located in China (country code '86'), please dial: **008613502112255**.



When finished, click **Next** to continue.

Now you have completed the configuration wizard settings. Click **Back** to modify your settings. Otherwise, click **OK** to finish.



## 3.2.2 Users

You can login to the Exchange 9140/9180 Web as an administrator or as a normal user. All normal users are created and managed by the administrator.

Click **Users** on the left navigation panel to view the current user list, including Username, Ext. No., PIN, Cell Phone, Allow SkypeOut and Comments. You can sort the user list by clicking the items above.

	Username	Ext. No.	PIN	Cell Phone	Allow SkypeOut	Comments
1	vip	19	111		Yes	
2	nonvip	20	222		Yes	
3	admin		999	13855442254	Yes	

### 3.2.2.1 Add Users

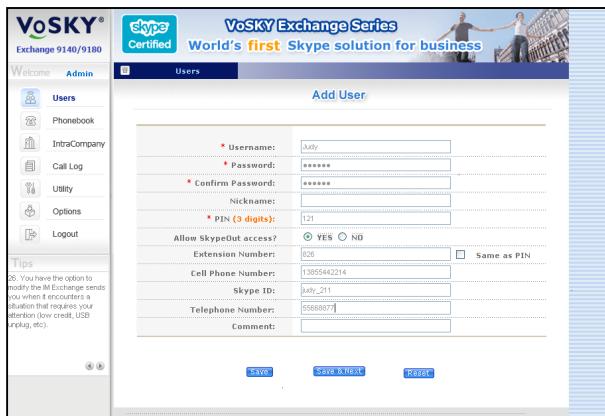
Click **Add User** in the **User List** page to add a new user account. As shown below:

User List						
Show <input type="button" value="20"/> items per page	<input type="button" value="Delete User"/>	<input style="border: 2px solid red; border-radius: 5px; padding: 2px; width: 100px; height: 30px; background-color: #fff; color: #0070C0; font-weight: bold; font-size: 10px; text-decoration: none; text-align: center; outline: none; border: none;" type="button" value="Add User"/>	Pages: 1 / 1			
	Username	Ext. No.	PIN	Cell Phone	Allow SkypeOut	Comments
1	vip	19	111		Yes	
2	nonvip	20	222		Yes	
3	admin		999	13855442254	Yes	

In the **Add User** page, the field **Username, Password, Confirm Password** and **PIN** are required. The Username and Password are used for logging into the Exchange 9140/9180 Web Console. The PIN parameter on the page will notify you of the number of digits required for this parameter.

### Note:

If the number of digits required for PIN is 3, that means the **PIN value cannot contain less than or more than 3 digits**.




### Warning:

**The first digit of a PIN cannot be 9.**

The option **Allow SkypeOut access?** Is used to determine whether a user is allowed to make SkypeOut calls or not. The default option is configured in the Configuration Wizard (refer to Section 3.2.1.1 - ***SkypeOut Settings***). Each user can modify his own information by logging into the Exchange 9140/9180 Web Console with his username and password.

The field Extension Number, Cell Phone Number, Skype ID and Telephone Number are optional.

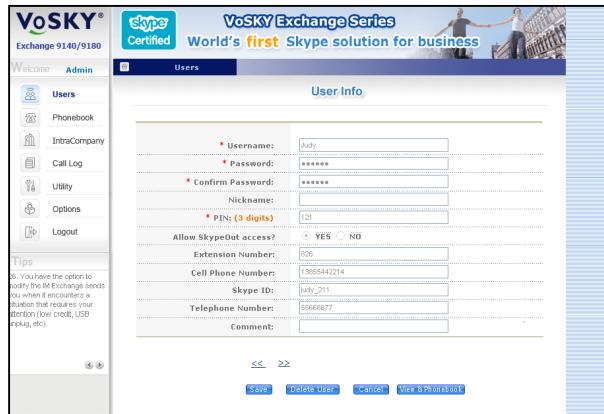
When finished, click **Save** to save the new user. Click **Save & Next** to save the new user and add an additional new user.

### 3.2.2.2 Modify User Information

The **User List** page will show the information list of users. Select the check box of the user you want to delete and then click **Delete User** as shown below (The admin cannot be deleted.):

	Username	Ext. No.	PIN#	Cell Phone	Allow SkypeOut	Comments
1	vpd		111		Yes	
2	Judy	826	121	13855442214	Yes	
3	nonrep		222		Yes	
4	admin		999	13855442254	Yes	

To view the information of a user, just click on their username from the list. To modify a user's information, click **Modify** to allow editing and edit the values. Click **Save** to save the modification (**Username and PIN are read-only**).



### 3.2.3 Phonebook

Exchange 9140/9180 has two Phonebook: Public Contacts and Private Contacts. As an administrator, you can add and manage Public Contacts. Public Contacts are contacts who are universally shared within the company. All users can view Public Contacts after logging in successfully. As a normal user, you can add and manage Private Contacts. Private Contacts are for personal use.

Click **Phonebook** on the left navigation to view the information of Public Contacts. You can view the information of Public Contacts, including Key, Skype ID/Phone, Cell Phone, Nickname, E-mail and Class. You can sort the Public Contacts list by clicking the items above.



### 3.2.3.1 Add Public Contact

Click **Add Contact** in the **Public Contacts** page to add a new Public Contact as shown below:



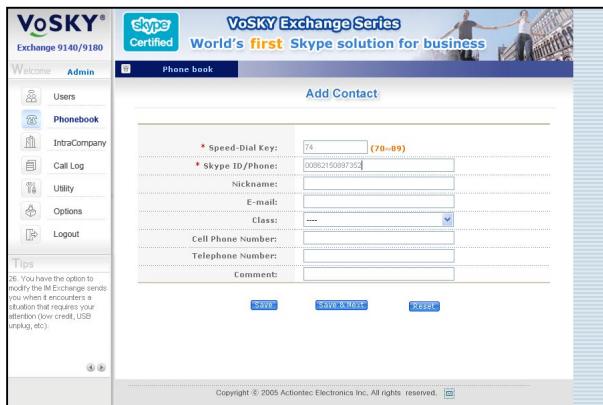
Add a Public Contact in the **Add Contact** page. The **Speed-Dial Key** and **Skype ID/Phone** fields are required. The designated Speed-Dial key range will appear at the end of this field. You can enter any number within the range as a Speed-Dial key. In the Skype ID/Phone field, you can enter a Skype ID or a telephone number using the SkypeOut format. The rest of the fields are optional.

**Warning:**

**The first digit of Speed-Dial key cannot be 9 which are reserved for Intra-Company Phonebook use (refer to Section 3.2.4 - *Intra-Company Phonebook*).**

**Note:**

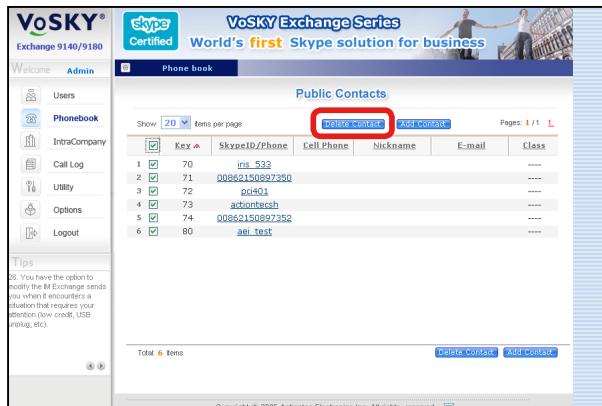
To add a telephone number as a contact, please enter it using the SkypeOut format in the Skype ID/Phone field:  
**00+country code+ area code+ telephone number**  
or **00+country code + cell phone number.**



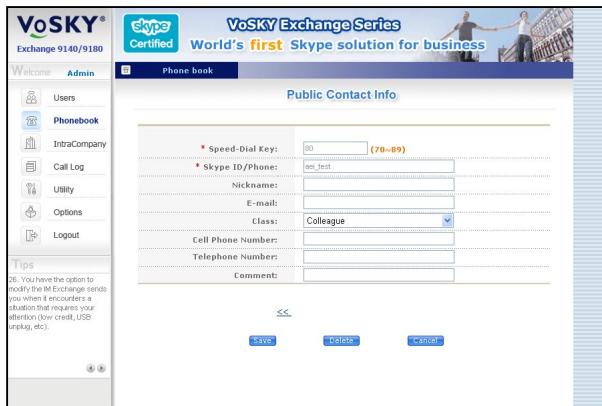
When finished, click **Save** to save the new contact. Click **Save & Next** to save the new contact and add an additional new contact.

### 3.2.3.2 Modify Public Contact Info

The **Public Contacts** page will show the information of a Public Contact. Select the check box of the public contact you want to delete and then click **Delete Contact** as shown below:



To view the information of a public contact, just click the Skype ID/Phone of whom you want to view. You can view the information in the **Public Contact Info** page. To modify a public contact, click the **Modify** button to edit the values you wish to change. Click **Save** to save the modification.



## 3.2.4 Intra-Company Phonebook

If you have many branches or offices and all of them are equipped with Exchange 9140/9180, you can use the Intra-Company Phonebook to manage each branch or office and compose all the Exchange 9140/9180 as part of a global extension environment.

Click **IntraCompany** on the left navigation to open the **Intra-Company Phonebook** page. You can view each Location's information, including Location Name, Location Code, Company Skype ID and Comments. You can sort the Location list by clicking the items above.

The screenshot shows the VoSKY Exchange Series software interface. At the top, there is a banner for 'Skype Certified' and 'VoSKY Exchange Series: World's first Skype solution for business'. The main window title is 'IntraCompany'. Below it, the section title is 'Intra-Company Phonebook'. There are buttons for 'Add Location' and 'Delete Location'. A dropdown menu shows 'Show 10 items per page'. The table lists one location: TW, 913, aetsaipr, with a comment field. At the bottom, there are buttons for 'View Details', 'Add Location', and 'Delete Location'. The left sidebar has a 'Welcome' section with 'Admin' selected, and a 'Tips' section containing a note about modifying the IM/Exchange sends when using a USB connection.

### 3.2.4.1 Add Location

Click **Add Location** in the **Intra-Company Phonebook** page to add a new Location as shown below:

Intra-Company Phonebook			
Show	10	items per page	Add Location
	Location Name	Location Code	Company SkypeID
1	TW	913	aetaipei

Add the information of a new Location in the **Add Location** page. The field **Location Name**, **Location Code** and **Company Skype ID** are required.

Enter the location of the branches or offices in the **Location Name** field. For example: Shanghai.

The maxlenlength of the **Location Code** field is 3. The first digit is 9 which cannot be changed. The last two digits range from 0 to 99. If you have added 0, 00 will be invalid. If you have added 1, 11 will be invalid (Exchange 9140/9180 will not differentiate between 'A' and 'AA').

Enter the Company Skype ID of Exchange 9140/9180 in the **Company Skype ID** field. (Company Skype ID is the Skype ID of the first port of Exchange 9140/9180.)

Enter the rest Skype IDs of Exchange 9140/9180 in the **Secondary Skype IDs** field. Click **Add** to save all the Skype IDs (You must enter all the Skype IDs of Exchange 9140/9180 for all Exchanges in your network to properly identify each other).

The field **Admin Name**, **Admin Telephone**, **Admin Email** and **Comment** are optional.

**Warning:**

If you have launched Skype and all the ports of Exchange 9140/9180, you must enter all the Skype IDs in the **Secondary Skype IDs** field except for the Company Skype ID.

The screenshot shows the 'Add Location' screen of the VoSKY Exchange Series software. The left sidebar has 'IntraCompany' selected. The main form contains the following fields:

- \*Location Name : US
- \*Location Code : 912 (Max. 2 digits)
- \*Company SkypeID : aefecus
- Secondary SkypeIDs : aefecus1,aefecus2,aefecus3 [Add]
- Admin Name :
- Admin Telephone :
- Admin Email :
- Comment :

At the bottom are four buttons: CREATE, SAVE & NEXT, SAVE & EXIT, and CANCEL.

When finished, click **Save** to save the new location. Click **Save & Next** to save the new location and add an additional location.

### 3.2.4.2 Modify Location

The **Intra-Company Phonebook** page will show the Location information. Select the check box of the Location you want to delete and then click **Delete Location** as shown below:

The screenshot shows the 'Intra-Company' tab selected in the navigation bar. The main content area is titled 'Intra-Company Phonebook'. It displays a table with two rows of location data:

<input checked="" type="checkbox"/>	Location Name	Location Code	Company SkypeID	Comments
<input checked="" type="checkbox"/>	TW	913	aet@taipei	
<input checked="" type="checkbox"/>	US	912	aet@us	

Below the table are three buttons: 'View Details', 'Modify Location', and 'Delete Location'. The 'Delete Location' button is circled in red.

To view the information of a Location, select the check box of the Location you want to view and then click **View Details**. The information will show in the **Location Info** page. To modify a Location, click the **Modify** button to edit the values you wish to change. Click **Save** to save the modifications.

The screenshot shows the 'Location Info' page for the selected location (TW). The form fields are as follows:

- \*Location Name :
- \*Location Code :  (Max. 2 digits)
- \*Company SkypeID :
- Secondary SkypeIDs :
- Admin Name :
- Admin Telephone :
- Admin Email :
- Comment :

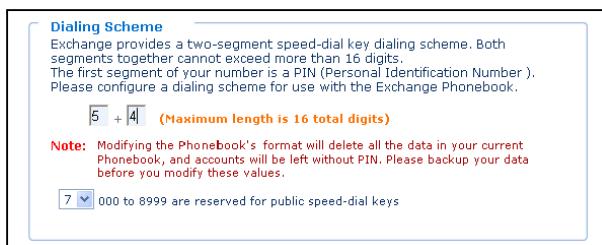
At the bottom of the form are three buttons: 'Save', 'Delete', and 'Cancel'.

## 3.2.5 Options

Click **Options** on the left navigation to open the **Options** page. You can modify the Dialing Scheme, SkypeOut Access, SkypeOut Call Availability, Smart Dialing, PBX Settings, etc..

### 3.2.5.1 Modify Dialing Scheme

The dialing scheme (X+Y) configured in the Configuration Wizard can be modified in the **Options** page (**the minimum acceptable digit value for PIN is 2**). When modifying the dialing scheme, you must follow the rule '**X>Y**' which means setting the digit of PIN larger than that of Speed-dial key (**the maximum acceptable digit value for Y is 7**). Refer to the example shown below (4+3 -> 5+4):



Set the Public Contact Speed-dial key range. By default, we reserve the Speed-dial keys **70-89** for Public Contact use (2-digit Speed-dial key by default). You can modify the first digit of the Speed-dial key range reserved for Public Contacts (select the digit in the drop-down list). The rest of the Speed-dial keys will be reserved for Private Contacts.

**Example:**

If the number of digits set for Speed-dial keys is 4, the default range for Public Contacts will be 7000-8999 and the rest, 0-6999, will be reserved for Private Contacts (The first digit of Speed-dial key cannot be 9 since it is reserved for Location Code use).

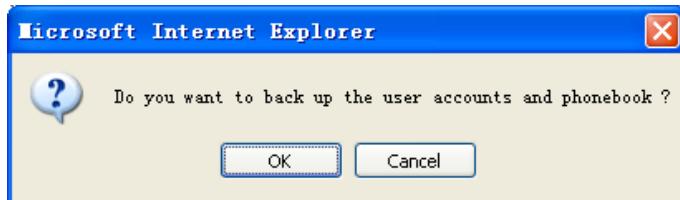
**Warning:**

Make sure to backup the data before modifying the Dialing Scheme. **Any modification of the Dialing Scheme will delete all the data in your Phonebook and reset the PIN for all User accounts.**

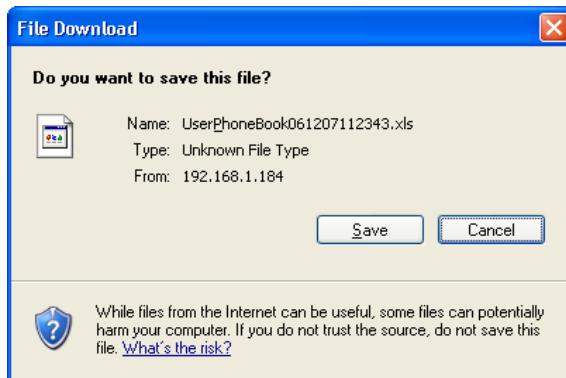
1. After you modify the Dialing Scheme, a message window will pop up to remind you to backup the data. Click **OK** to continue or click **Cancel** to close the window.



2. After you click **OK**, a message window will pop up to ask whether you would like to backup the User accounts and Phonebook. Click **OK** to backup or click **Cancel** to close the window. (If you click **Cancel**, all the Phonebook data will be deleted and cannot be restored.)



3. After you click **OK**, the selected data will be backed up to your local disk.



 **Note:**

The User accounts and phonebook will be backed up as an Excel file (.xls). You can open the file in Excel and enter the PIN and Speed-dial keys in accordance with the new format.

Enter the PIN and the Speed-dial key in the Excel file:  
In the User accounts file, the column **OldEmployeeNo** is the PIN with the old Dialing Scheme.

1. Enter a new PIN to the column **EmployeeNo** in the User accounts file.
2. Enter a new PIN to the column **EmployeeNo** in the Phonebook file.
3. Enter a new Speed-dial key to the column **SpeedDial** in the Phonebook file.
4. Enter a new Location Code to the column **LocationCode** in the IntraCompany file.

To restore the backup files to the Exchange 9140/9180 database, please refer to Section 3.2.6.2 - **Restore**.

4. After modifying the Dialing Scheme, the column PIN in the User accounts file will be reset and these users cannot login to the Exchange 9140/9180 Web Console or manage its Private Contacts until the administrator reconfigures the PIN for them. In the User List page, these PINs will show a ? next to the name, which shows the users who are currently in an invalid state.

	Username	Ext. No.	PIN?	Cell Phone	Allow SkypeOut	Comments
1	? Judy	826	13855442214	Yes	Yes	
2	? norman			Yes	Yes	
3	? xia			Yes	Yes	
4	admin	999	13855442254	Yes	Yes	

5. The administrator must reconfigure the PIN with the new dialing scheme, otherwise, these users will be invalid. Click the corresponding username in the User List page to enter a new PIN. Click **Save** to save the modification as shown below (new PIN=4):

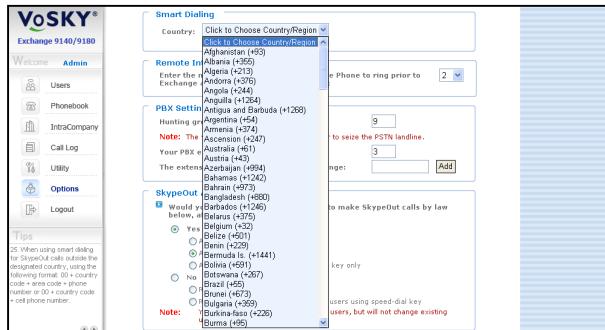
The screenshot shows the VoSKY Exchange Series software interface. On the left, there's a sidebar with 'Welcome Admin' at the top, followed by a tree view with 'Users' selected. Below the tree are 'Phonebook', 'IntraCompany', 'Call Log', 'Utility', 'Options', and 'Logout'. Under 'Tips', there's a note about receiving Faxes. At the bottom of the sidebar are 'Help' and 'About'. The main area has a title bar 'VoSKY Exchange Series' with a 'Skype Certified' badge and a banner 'World's first Skype solution for business'. Below the title bar, there's a navigation bar with 'Users' selected. The main content area is titled 'User Info' and contains a form for editing a user's information. The form fields include:

- Username: Judy
- Password: \*\*\*\*\*
- Confirm Password: \*\*\*\*\*
- Nickname: null
- PIN: (4 digits) 10021
- Allow SkypeOut access?  YES  NO
- Extension Number: 006
- Cell Phone Number: 1395542214
- Skype ID: judy\_211
- Telephone Number: 096660977
- Comment: null

At the bottom of the form are buttons for 'Save', 'Delete User', 'Cancel', and 'View & Print User List'.

### 3.2.5.2 Smart Dialing Scheme Settings

The new Smart Dialing feature is added under the **Options** page. You no longer need to worry about dialing the country code for certain SkypeOut calls when Smart Dialing is enabled. The Smart Dialing feature will enable you to choose a default country code, and should be set to the country you make the majority of your SkypeOut calls to. These calls can be dialed just like you would dial a domestic call. You don't need to dial the country code, just the area code and the phone number. To use this feature, go to **Options**, and pick the country/region from the drop-down list on the right.



After you set up the default country code, to make an international call using Skype smart dialing, dialing the following : **0 + area code + phone number** or **0 + area code + cell phone number** (0 represents the country code on Exchange) ;

For all other international SkypeOut calls, dial the following : **00 + country code + area code + phone number** or **00 + country code + area code + cell phone number**.

The following shows an example of setting **Country** as 'USA'



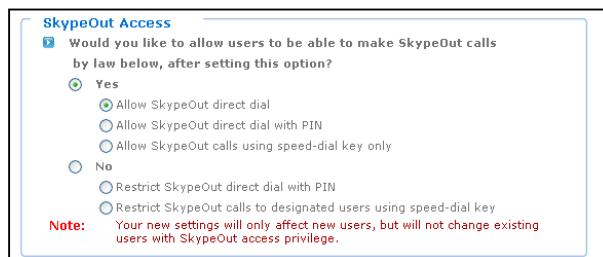
Enable the **Smart Dialing**, select **USA/Canada (+1)** from the drop-down list.

1. To make a SkypeOut call to a San Francisco area phone number (area code '415') , please dial: **0 + area code + phone number** or **0 + area code + cell phone number** (Exchange 9140/9180 will replace '0' by '+1.')
2. To make a SkypeOut call to Shanghai in China (area code

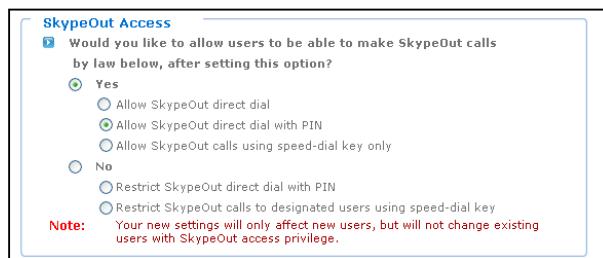
'21', country code '86'), please dial: **00 + country code + area code + phone number** or **00 + country code + area code + cell phone number**.

Only by making SkypeOut calls with the SkypeOut format can Smart Dialing show its advantage sufficiently. We recommend selecting one of the following options when you use Smart Dialing:

## 1. YES: Allow SkypeOut direct dial



## 2. YES: Allow SkypeOut direct dial with PIN



## 3. NO: Restrict SkypeOut direct dial with PIN

## SkypeOut Access

Would you like to allow users to be able to make SkypeOut calls by law below, after setting this option?

Yes

- Allow SkypeOut direct dial
- Allow SkypeOut direct dial with PIN
- Allow SkypeOut calls using speed-dial key only

No

- Restrict SkypeOut direct dial with PIN
- Restrict SkypeOut calls to designated users using speed-dial key

**Note:** Your new settings will only affect new users, but will not change existing users with SkypeOut access privilege.

## Note:

Smart Dialing is compatible with Skype versions 2.0 and above.

### 3.2.5.3 Modify SkypeOut Settings and Call Availability

Refer to Section 3.2.1.1 - **SkypeOut Settings** and Section 3.2.1.2 - **SkypeOut Call Availability**.

## SkypeOut Access

Would you like to allow users to be able to make SkypeOut calls by law below, after setting this option?

Yes

- Allow SkypeOut direct dial
- Allow SkypeOut direct dial with PIN
- Allow SkypeOut calls using speed-dial key only

No

- Restrict SkypeOut direct dial with PIN
- Restrict SkypeOut calls to designated users using speed-dial key

**Note:** Your new settings will only affect new users, but will not change existing users with SkypeOut access privilege.

## Select a Time to Allow SkypeOut Calls

Anytime

Customize allowable SkypeOut time period(s)

08:00  - 18:00  Days

### 3.2.5.4 PBX Settings

Configure the Hunting Group Number, used to access PSTN lines on your PBX, under the **Options** page (refer to Section 2.3 - **Setup the PBX**). The Hunting Group Number is 9 by default. A remote call will be rejected if the user tries to access PSTN lines by dialing the Hunting Group Number. (Exchange 9140/9180 does not support this feature.)



Please enter the digit length of extensions for your PBX in the **Your PBX extension digits length** field (default: 3).

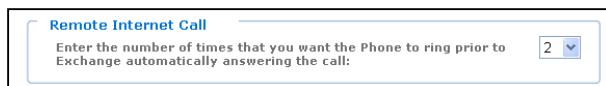
Enter the extension numbers which are used to connect to the Exchange 9140/9180 in the **The extension numbers assigned for Exchange** field. These extension numbers cannot be used for the Call Forward feature. Make sure that the length of the extension numbers are the same as the value you set in the **Your PBX extension digits length** field.

 **Note:**

Generally speaking, PBX systems use '9' or '0' as the Hunting Group Number to access PSTN lines. Users can connect to PSTN lines by picking up the extension phone and dialing the Hunting Group Number.

### 3.2.5.5 Remote Internet Call Settings

Select the Ring Counts (number of rings) for **Remote Internet Call** in the **Options** page (default: 2). Exchange 9140/9180 will automatically answer the call after the extension phone rings the number of times set for this parameter.



### 3.2.6 Utility

Click **Utility** on the left navigation panel to open the **Utility** page. You can backup and restore the data of User accounts, phonebook or call log from this page.

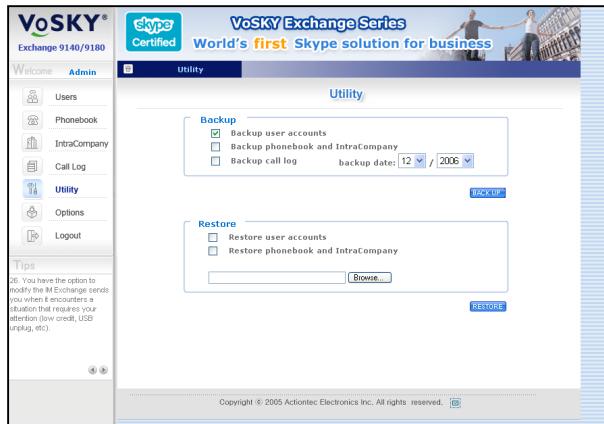
#### 3.2.6.1 Backup

The administrator can backup the data in the User accounts, phonebook, IntraCompany and call log. Select the data you want to backup and then click **BACK UP**. Choose a destination to save the file.

It is recommended that you regularly backup all your accounts and phonebook data to a secure location.

## Note:

The User accounts, phonebook and Intracompany will be backed up as an Excel file (.xls) and the call log will be backed up as an Access file (.mdb).

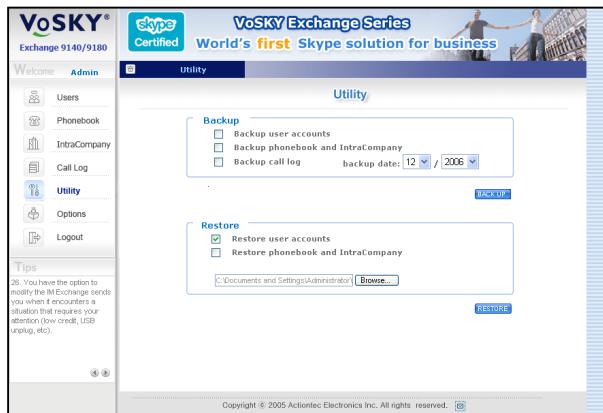


### 3.2.6.2 Restore

The administrator can restore data from the backup files. Select the data you want to restore and click **Browse** to select the corresponding file from your PC. Click **RESTORE** to restore the data.

## Note:

Once you have modified the Dialing Scheme, when you want to restore, make sure the format of Speed-dial key in phonebook and PIN for your user accounts is in accordance with that of current Dialing Scheme. If not restoration of the data may not be successful.



### 3.2.7 Call Log

Click **Call Log** on the left navigation to view the call log of users. Exchange 9140/9180 records all the information of a call, including Date, Caller, Callee, Destination, Type, Duration, Rate/min and Price.

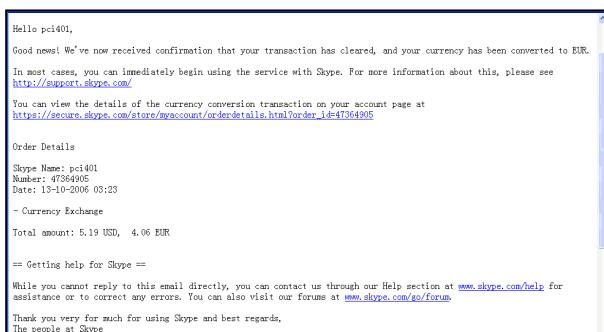
#### Note:

Only when using Skype 2.5 or above can Exchange 9140/9180 detect the call rate of SkypeOut calls. The Call Log will show the call rate and charges of SkypeOut calls.

The call rate of SkypeOut does not rely on where the call is launched but the destination of the call (go to <http://www.skype.com> for more information about the call rate of SkypeOut). Pay attention to the following items:

1. The default currency units of SkypeOut's call rate and charges is the same as that of your purchased SkypeOut

credit. If you change to new currency units, the call rate and charges for future SkypeOut calls will also change. **The old call records will remain using the previous currency units. (Changing currency units may cause a currency exchange value loss. Skype will send a notification email to you as shown below.)**



2. The charges for SkypeOut credit are calculated per minute.
3. The call duration under the Call Log is generated from the Skype Client.
4. There might be a 3-5 seconds error between the SkypeOut call duration recorded by the Skype Client and that by the Skype Server. Therefore, when the SkypeOut call duration is X minutes and 1-5 seconds on the Skype Client, there might be a one minute error. Please check the Skype Server for your actual charges.

Date	Caller	Callee	Destination	Type	Duration	Rate/min	Price
1 05/12/2006 23:15:45	test90001	16	Skype	Incoming	00:00:13	0.0	0.0
2 05/12/2006 23:16:50	test90001	15	Skype	Incoming	00:00:15	0.0	0.0
3 06/12/2006 00:01:58	Jacky	test00886	Skype	Outgoing	00:00:02	0.0	0.0
4 06/12/2006 00:16:20	jacky	test00886	Skype	Incoming	00:00:14	0.0	0.0
5 06/12/2006 00:21:38	test90001	17	Skype	Incoming	00:00:14	0.0	0.0
6 06/12/2006 00:22:25	test90001	17	Skype	Incoming	00:00:22	0.0	0.0
7 06/12/2006 00:27:08	test90001	17	Skype	Incoming	00:00:12	0.0	0.0
8 06/12/2006 00:29:36	test90001	17	Skype	Incoming	00:00:24	0.0	0.0
9 06/12/2006 00:29:33	test90001	17	Skype	Incoming	00:00:23	0.0	0.0
10 06/12/2006 00:31:00	test90001	17	Skype	Incoming	00:00:25	0.0	0.0
11 06/12/2006 00:31:44	test90001	17	Skype	Incoming	00:00:23	0.0	0.0
12 06/12/2006 00:35:39	test90001	17	Skype	Incoming	00:00:42	0.0	0.0

Total: 12 items PREV NEXT

### 3.2.8 Statistics

The **Statistics** page will show when you finish the Configuration Wizard, click the icon or login the Web Console. In this page, you can view the current number of User accounts, the number of records in the Phonebook, the total number of calls, call duration, and the frequency of usage per hour. An example is shown below:

**Phonebook**

- Total number of user accounts: 2
- Total number of phonebook records: 9
- Total number of IntraCompany records: 1

**Calls**

<b>Total outbound calls:</b>	2	<b>Total minutes:</b>	3
> Number of outbound Skype calls:	2	Minutes:	3
> Number of SkypeOut Calls:	0	Minutes:	0

<b>Total inbound calls:</b>	8	<b>Total minutes:</b>	8
> Number of inbound Skype calls:	8	Minutes:	8
> Number of SkypeIn Calls:	0	Minutes:	0

**Hourly List Use Rate Statistics**

**VoSKY Call Usage(by hour)**

Hour	Outbound Calls	Inbound Calls
00	8	0
01	0	0
02	0	0
03	0	0
04	20	9
05	0	0
06	0	0
07	0	0
08	0	0
09	0	0
10	0	0
11	0	0
12	0	0
13	0	0
14	0	0
15	0	0
16	0	0
17	0	0
18	10	0
19	0	0
20	0	0
21	0	0
22	0	0
23	0	0

### 3.2.9 Normal User

As a normal user, you can enter the IP Address of Exchange 9140/9180 Server in the address bar. (For example: If the IP Address of Exchange 9140/9180 Server is 192.168.1.126, enter <http://192.168.1.126:8080> in the address bar.) In the login page, enter your Username and Password to login to the Exchange 9140/9180 Web Console.



The **Public Contacts** page will show after you login to the Exchange 9140/9180 Web Console. You can view all the Public Contacts but cannot modify them.

Welcome judy

Phonebook

IntraCompany

Call Log

Profile

Logout

Help

When using smart dialing or SkypeOut calls, dial the designated country, using the following format: 0 + area code + phone number or 0 + phone number

Public Contacts

Show **20** items per page

Pages: 1 / 1

	Key	SkypeID/Phone	Cell Phone	Nickname	E-mail	Class
1	811	test1005				---
2	812	test1006				---
3	813	test1007				---
4	814	test1008				---
5	822	kik_731				---
6	833	irk_533				---
7	844	becky1232626				---
8	855	green_dd				---
9	866	test0086				---

Total: 9 Items

### **3.2.9.1 Add Private Contact**

**Click Private Contacts** in the **Public Contacts** page to open the **Private Contacts** page. Click **Add Contact** as shown below:

The screenshot shows the 'Phone book' section of the VoSKY Exchange Series application. At the top, there's a banner with the text 'VoSKY Exchange Series' and 'World's first Skype solution for business'. Below the banner, the title 'Phone book' is displayed. The main area is titled 'Private Contacts' and contains two tabs: 'Public Contacts' (selected) and 'Private Contacts'. A red box highlights the 'Add contact' button in the top right corner of the contact list table. The table has columns for Key, SkypeID/Phone, Cell Phone, Nickname, E-mail, and Class. At the bottom left, there's a 'Tips' section with a note about dialing rules for SkypeOut calls. The bottom navigation bar includes links for 'Logout' and icons for 'Delete contact' and 'Add contact'.

Add a Private Contact in the **Add Contact** page. The field **Speed-Dial Key** and **Skype ID/Phone** are required. The Speed-Dial key range will appear at the end of this field. You can enter any number as a Speed-Dial key within this range.

In the Skype ID/Phone field, you can enter a Skype ID or a telephone number using the SkypeOut format. The rest of the fields are optional.



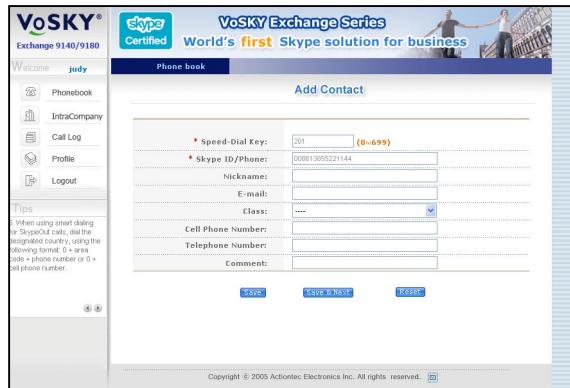
### **Warning:**

**The first digit of a Speed-Dial key cannot be 9, however 0 is allowed. The Speed-Dial key 0, 00 and 000 are considered unique and different from each other.**



### **Note:**

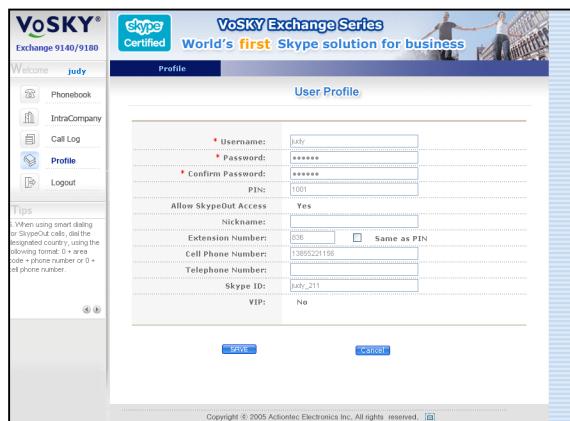
If you want to add a telephone number as a contact, please enter it using the SkypeOut format in the Skype ID/Phone field: **00+country code+ area code+ telephone number** or **00+country code + cell phone number**.



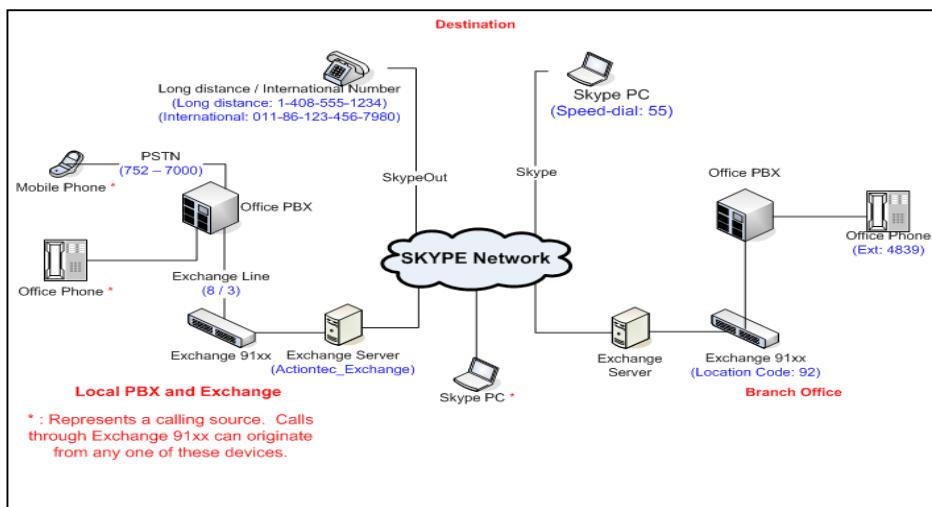
When finished, click **Save** to save the new contact. Click **Save & Next** to save the new contact and add an additional new contact.

### 3.2.9.2 Modify User Profile

Click **Profile** on the left navigation to open the **User Profile** page. The Username and PIN are read-only and the others are optional.



# 4 Dialing Scheme



This section uses the following numbers for its examples:

## Local PBX and Exchange

Example	Name	Description
8	Exchange line access code:	Digits to access an Exchange line from your office phone
752 – 7000	Office phone number:	Main company line connected to office PBX
3	PBX AA – Exchange option:	Digit(s) to enter after connecting to auto-attendant to access Exchange line
Actiontec_Exchange	Exchange company Skype ID:	Designated Skype ID for Exchange
222	PIN:	Individual's user PIN as assigned by Exchange administrator

## Destination

Example	Name	Description
55	Skype speed-dial number:	Digit(s) to dial to call a Skype client
1-408-555-1234	Long distance number:	Digits to dial a long distance number
86-123-456-7890	International number:	Digits to dial an international number

## Branch Office with Exchange

Example	Name	Description
92	Branch location code:	Digits to dial to call a remote branch Exchange
4839	Remote office extension:	Extension for an office phone on the PBX system

## Basic Call Options

### 1. Making long distance (LD) or international (INT) calls through Exchange 91xx

- a. From your office phone
  - i. Pick up your office phone and dial the **Exchange access code**
  - ii. Dial **00+country code+area code+phone number**



#### Example:

**8 → 001+408+5551234** (LD)  
**8 → 00+86+123+4567890** (INT)

- b. From your mobile phone

- i. From your mobile phone, dial the **office phone number**

- ii. Wait for the AA greeting and dial the number for the **Exchange call option**
- iii. Dial **00+ country code + area code + phone number**



**Example:**

**752-7000 → 3 → 00+1+408+5551234 (LD)**

**752-7000 → 3 → 00+86+123+4567890 (INT)**

## **2. Making calls to an office extension through Exchange 91xx**

- a. *From your PC using Skype*
  - i. From your PC's Skype, call the **Exchange Company Skype ID**
  - ii. Wait for the AA greeting
  - iii. Dial the **extension number** of the person you would like to reach



**Example:**

**Actiontec\_Exchange → 4839**

## **3. Making a call to a Skype contact through Exchange 91xx**

- a. *From your office phone*
  - i. Pick up your office phone and dial the **Exchange access code**
  - ii. Dial the **speed-dial number** of the contact you would like to reach



**Example:**

**8 → 55**

- b. *From your mobile phone*
  - i. From your mobile phone, dial the **office phone number**

- ii. Wait for the auto-attendant (AA) greeting and dial the number for the **Exchange call option**
- iii. Dial the **speed-dial number** of your contact



**Example:**

**752-7000 → 3 → 55**

**Advanced Call Options (Available only when multiple branch offices have Exchange)**

**4. Making calls directly to a remote office extension through Exchange 91xx**

*a. From your local phone*

- i. Pick up your office phone and dial the **Exchange access code**
- ii. Dial the Location code + extension of the contact you would like to reach



**Example:**

**8 → 92+4839**

*b. From your mobile phone*

- i. From your mobile phone, dial the **office phone number**
- ii. Wait for the AA greeting and dial the number for the **Exchange call option**
- iii. Dial the **Location code+extension** of the contact you would like to reach



**Example:**

**752-7000 → 3 → 92+4839**

### **PIN: Exchange Call Access Security**

The Exchange administrator has the option to enable a higher security call access feature on outbound calls by assigning a PIN (Personal Identification Number) to each individual. The administrator can then force users to enter a PIN as part of the dialing scheme when users want to make an outbound call from Exchange.

#### **5. Making long distance or international calls through Exchange 91xx with PIN security**

*a. From your mobile phone*

- i. From your mobile phone, dial the **office phone number**
- ii. Wait for the AA greeting and dial the number for the **Exchange call option**
- iii. Dial **PIN+00+country code+area code+phone number**



#### **Example:**

**752-7000 → 3 → 222+00+1+408+5551234 (LD)**

**752-7000 → 3 → 222+00+86+123+4567890 (INT)**



#### **Note:**

You may dial # after dialing a speed-dial number, global extension number, or SkypeOut number to force Exchange to make the call immediately, and not wait for Exchange to dial the number.

# 5 Stacking

Stacking makes Exchange 9180 more flexible. You can stack two Exchange 9180 units into one to double the number of available Skype lines. Use two PCs to install Exchange 9180, one for Master Exchange 9180 and the other for Slave Exchange 9180. **After stacking, the two Exchange 9180 will share the database of Master Exchange 9180.** That means the database of Slave Exchange 9180 is unavailable at the time.

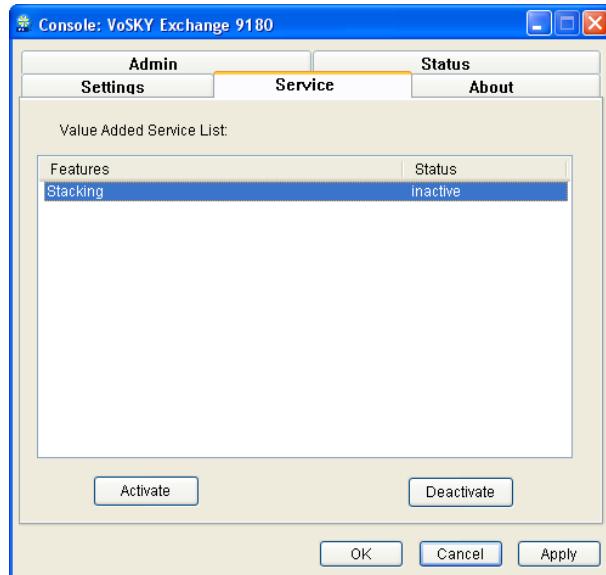


## Warning:

Make sure that there is one port of Exchange 9180 launched at least before activating the Stacking.

## 5.1 Master Exchange 9180

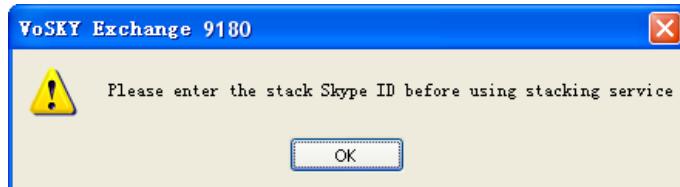
1. Assign one as the Master Exchange 9180. In **Service** tab on the console, select **Stacking** in the Value Added Service List and then click **Activate**.



2. In the **VoSKY Exchange Stacking Mode** window, select **Master Exchange Mode** to configure the PC as the Master Exchange 9180.



3. A new tab-**Stack** will be added to the Exchange 9180 Console. A warning window will pop up to ask you to enter the Company Skype ID of the Slave Exchange 9180. Click **OK** to close the window.



### Warning:

When Exchange 9180 attempts to connect to the network, and meanwhile, the Windows Firewall is in use, the Windows Firewall will pop up a warning message to ask you whether to block this action or not. Click **Unblock** to allow the action.



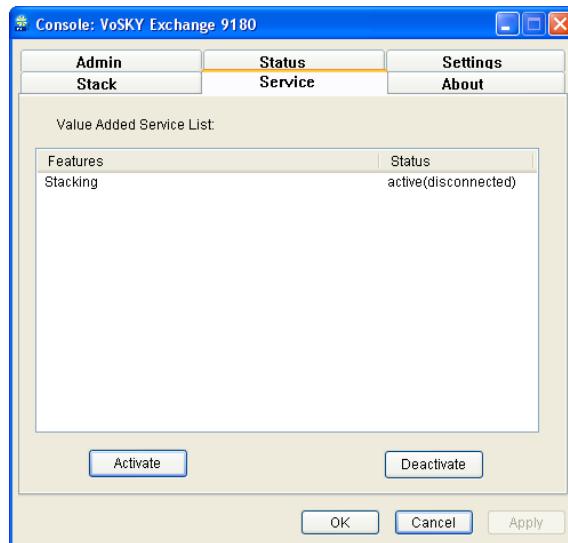
4. Enter the Company Skype ID of the Slave Exchange 9180 in **Stack** tab on the Master Exchange 9180 Console. Click **OK** or **Apply** to save this setting as shown below (test90005 is the Company Skype ID of the Slave Exchange 9180):



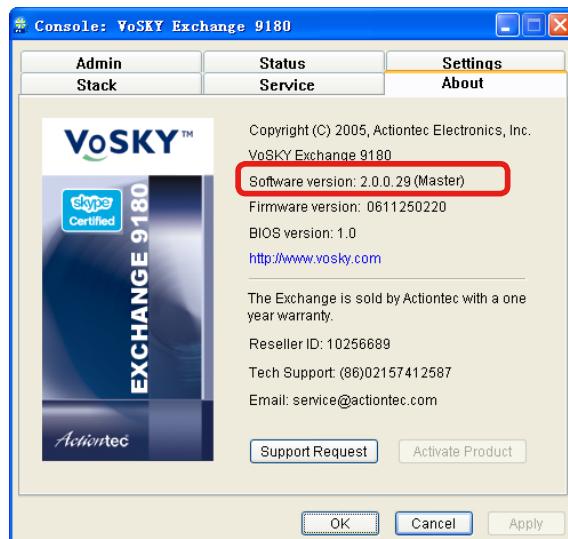
## Note:

Stacking may not work if the Company Skype ID of the Slave Exchange 9180 you entered is incorrect.

5. View the connection status of Master and Slave in **Service** tab on the Master Exchange 9180 Console as shown below (The connection status is **disconnected** since we have not configured the Slave Exchange 9180 at that time.):



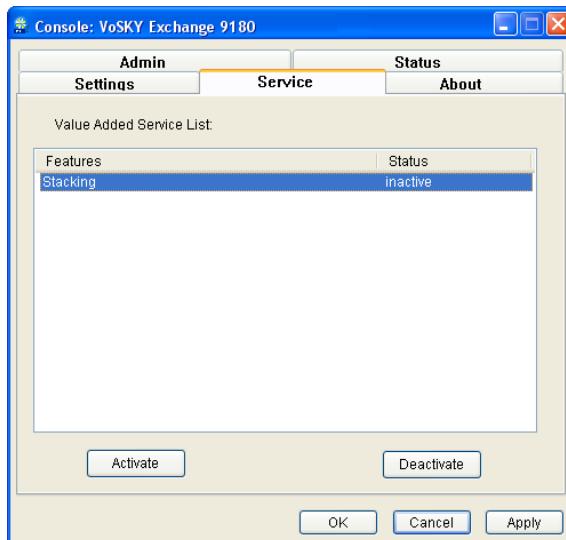
6. View the software version and stacking mode in **About** tab on the Master Exchange 9180 Console.



## 5.2 Slave Exchange 9180

Before configuring the Slave Exchange 9180, make sure that you have configured the Master Exchange 9180 successfully (refer to Section 5.1 - **Master Exchange 9180**). After that, please refer to the following outlines to configure the Slave Exchange 9180:

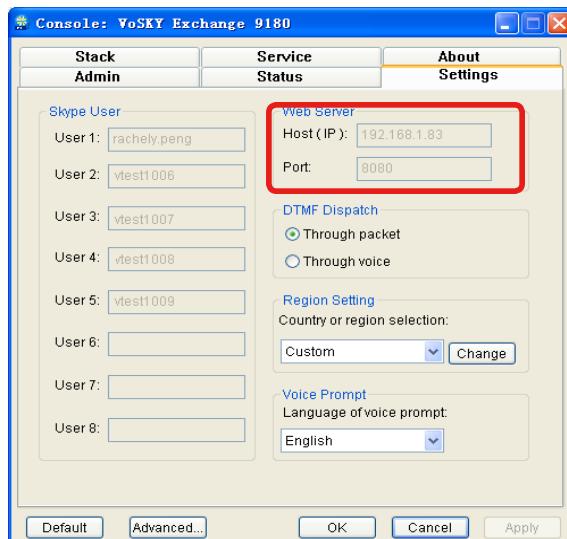
1. Assign the other one as the Slave Exchange 9180. In **Service** tab on the console, select **Stacking** in the Value Added Service List and then click **Activate**.



2. In the **VoSKY Exchange Stacking Mode** window, select **Slave Exchange Mode** to configure the PC as the Slave Exchange 9180.



3. After the Slave Exchange 9180 has been activated successfully and the Company Skype ID of it has been set in the Master Exchange 9180 Console, it will automatically detect the IP address of the Master Exchange 9180. You can see the IP address in **Host(IP)** field in **Settings** tab on the Slave Exchange 9180 Console. As shown below:



 **Note:**

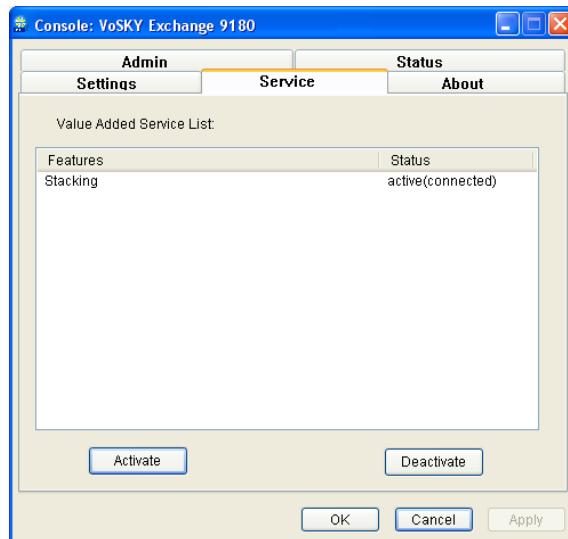
A warning window will pop up if the Slave Exchange 9180 cannot detect and connect with the Master Exchange 9180.

Please check the following items:

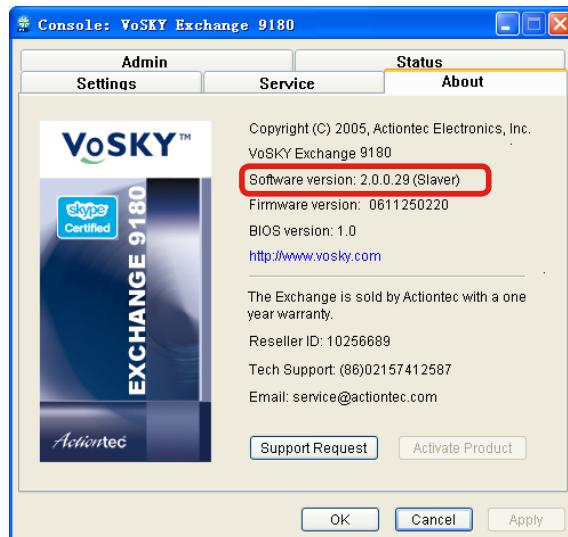
1. An activated Master Exchange 9180.
2. The Company Skype ID of the Slave Exchange 9180 has been configured on the Master Exchange 9180 Console.
3. The connection between the Master Exchange 9180 and the Slave Exchange 9180 is normal and they can communicate with each other.



4. View the connection status of Master and Slave in **Service** tab on the Slave Exchange 9180 Console as shown below (The connection status is **connected** since we have connected the Master and Slave successfully.):



5. View the software version and stacking mode in **About** tab on the Slave Exchange 9180 Console.



# 6 User Tools

This section shows how to have a better experience of using Exchange 9140/9180 with the following tools supplied in the Installation CD.

## 6.1 Line Probe Utility

Before installing the Exchange 9140/9180 software, you must use the Line Probe Utility to detect the telecom parameters of PBX and PSTN. Otherwise, it may cause Line Locking. Line Probe Utility can automatically detect the Dial Tone, Ringback Tone, Busy Tone and Congestion Tone of PBX as well as the Busy Tone of PSTN.

### 6.1.1 Record the telecom parameters of PBX's analog internal lines

Before you start the recording, please make sure that you have connected the Exchange 9140/9180 hardware with the PBX properly (refer to Section 2.4 - **Install Exchange 9140/9180 Hardware**). Otherwise, the Line Probe Utility will not work.

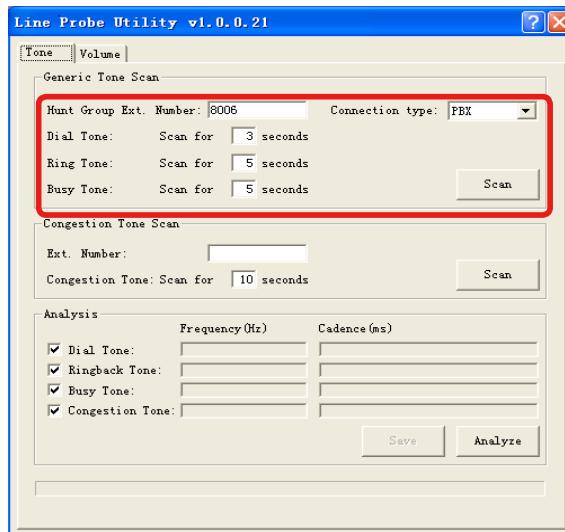


#### Warning:

Before using the Line Probe Utility, please make sure that you have enabled the Hunt Group Extension or Call Forwarding on busy feature of the PBX's extension ports which are used to connect with the Exchange 9140/9180 hardware.

1. Run the Line Probe Utility supplied in the Installation CD.

Open the console and enter the **Hunting Group Number** of Exchange 9140/9180 in the Hunt Group Ext. Number field of Generic Tone Scan. Select **PBX** from the **Connection type** drop-down list. The recording time has been set in default but you can change it if you want to. After that, click **Scan** to start the scan.



2. The scan process will last for some time. It will detect the PBX's extension ports that are used to connect with the Exchange 9140/9180 hardware. When finished, the following windows will pop up (image1, image2). Click **OK** to close the windows.



image1

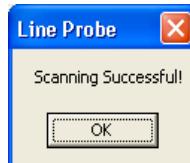
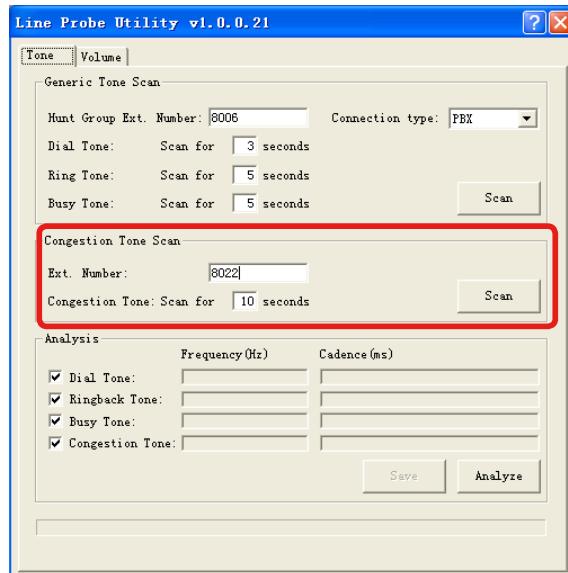


image2

**Note:**

If any exceptions occurred during the Generic Tone scan process, please go back to step1 and try it again.

3. In the **Ext. Number** field of Congestion Tone Scan, enter a valid PBX extension number which has not been used by the Exchange 9140/9180 and then MAKE THAT EXT. BUSY. Click **Scan** to start the scan.



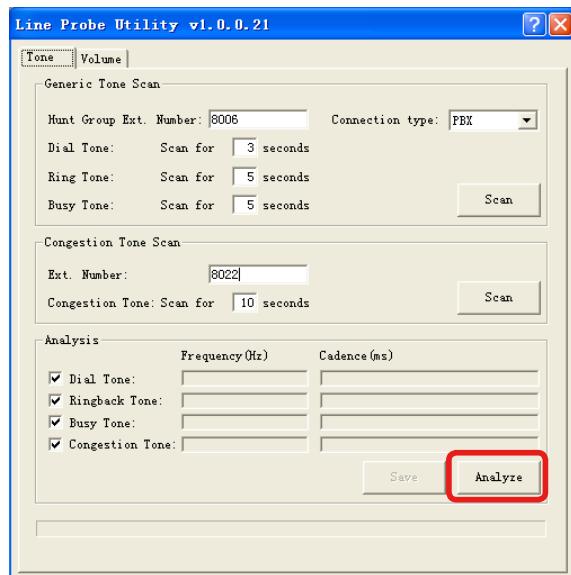
4. The scan process will last for some time. It will record the telecom parameters of Congestion Tone. When finished, the following window will pop up. Click **OK** to close the window.



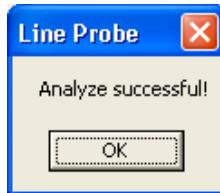
 **Note:**

If any exceptions occurred during the Congestion Tone scan process, please go back to step3 and try it again.

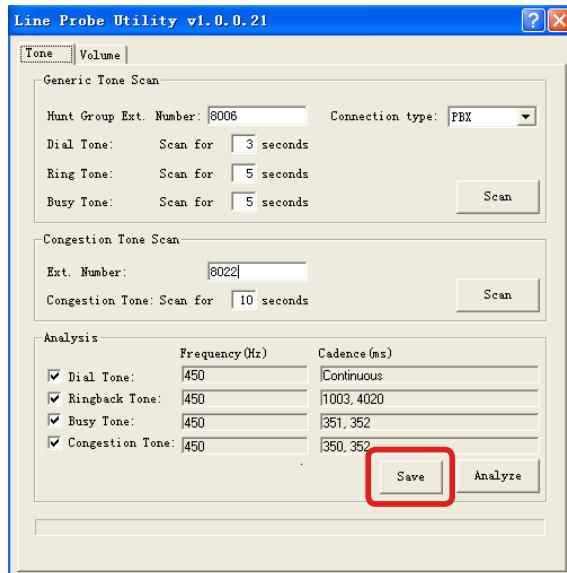
5. The scanned telecom parameters have to be analyzed by Probe first. Click **Analyze** to analyze the parameters.



6. The scan process will last for some time. When finished, the following window will pop up. Click **OK** to close the window.



7. After being analyzed successfully, the Frequency and Cadence of all the parameters will be shown on the console. Click **Save** to save them in your PC.

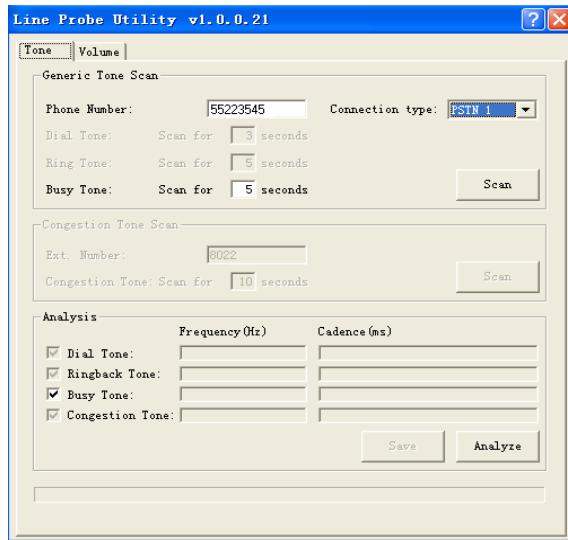


## 6.1.2 Record the telecom parameters of PSTN lines

1. Before you start the recording, please remove the line which used to connect the Exchange 9140/9180 hardware with the PBX's extension ports first. Then use two PSTN lines to connect the FXO 1,2/ A1,A2 ports of Exchange 9140/9180.
2. Open the console and select **PSTN1** or **PSTN2** from the **Connection type** drop-down list. Enter the PSTN number that connects with the FXO 1/A1 port in the **Phone Number** field. The recording time has been set in default but you can change it if you want to. After that, click **Scan** to start the recording.



You can record up to two PSTN lines at most.

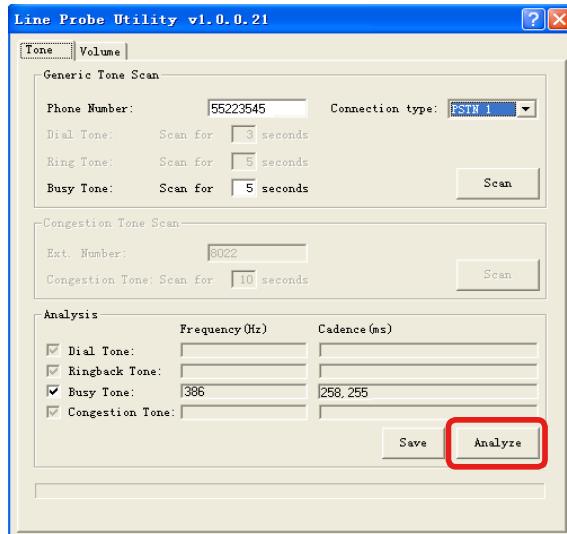


3. The scan process will last for some time. When finished, the following window will pop up. Click **OK** to close the window.

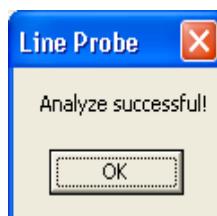


If any exceptions occurred during the Busy Tone scan process, please go back to step2 and try it again.

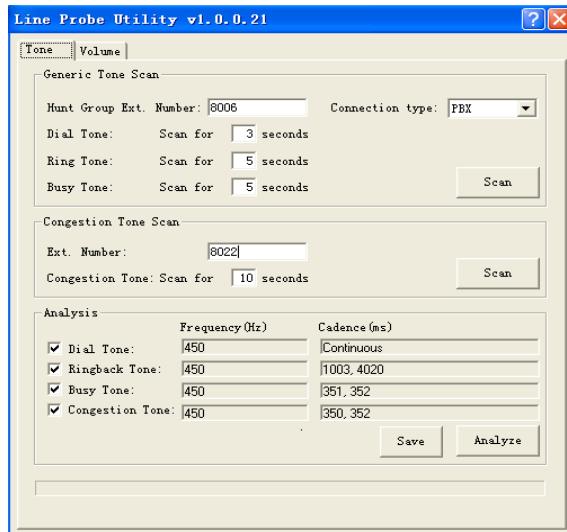
4. The scanned telecom parameters have to be analyzed by Probe first. Click **Analyze** to analyze the parameters.



5. The analysis may take several minutes. When finished, the following window will pop up. Click **OK** to close the window.



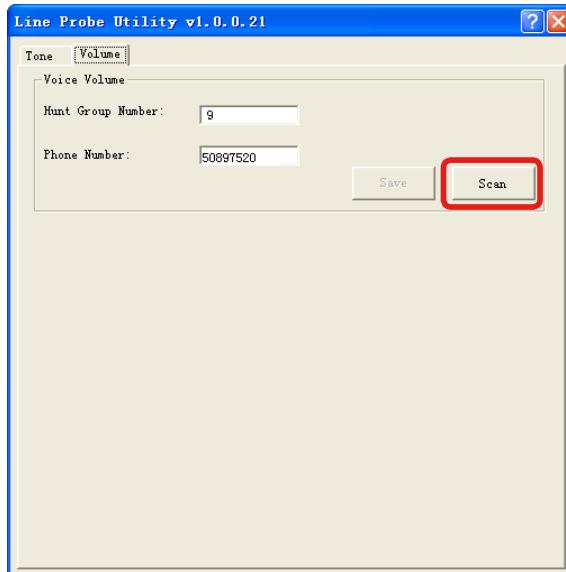
6. After Probe analysis is successful, the Frequency and Cadence of all the parameters will be show on the console. Click **Save** to save them in your PC.



### 6.1.3 Adjust Exchange 9140/9180 voice volume

1. Switch to the **Volume** tab. Remove the above PSTN lines from the Exchange 9140/9180 before starting the Volume scan.
2. Remove a PSTN line from your PBX and connect it to the FXO 1/A1 port on Exchange.
3. Connect the FXO 2/A2 port to an extension port on your PBX.
4. Enter the Hunting Group Number which the PBX uses to access PSTN lines in the **Hunt Group Number** field and the PSTN number which you connected to the FXO 1/ A1 port of Exchange 9140/9180 in the **Phone Number** field. Click **Scan**

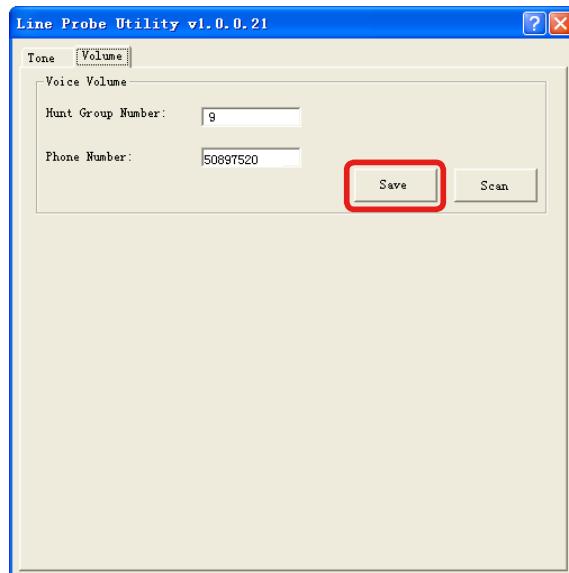
to begin the scan.



- When finished, the following window will pop up. Click **OK** to close the window.



- Click **Save** save the settings.

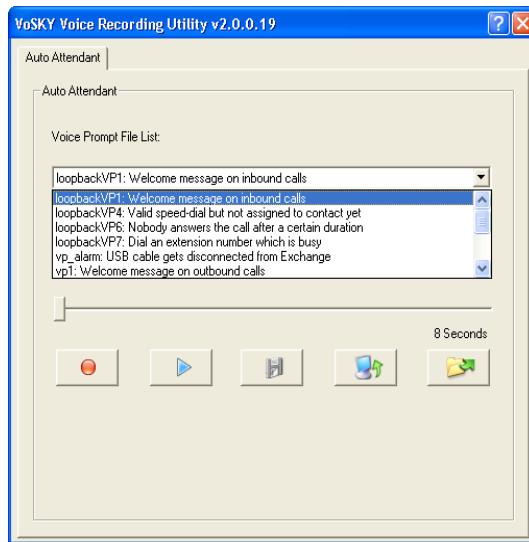


- When completed, please exit the program.

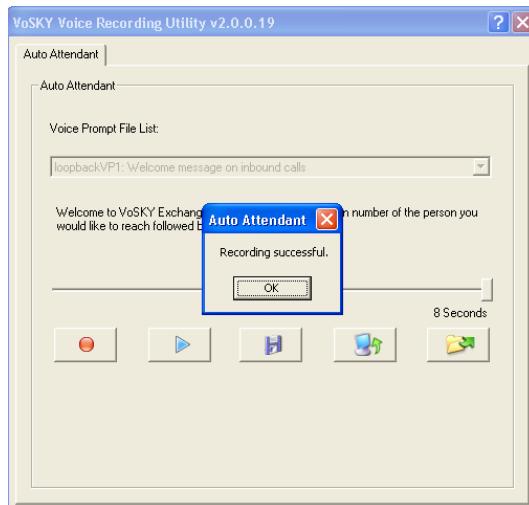
## 6.2 VoSKY Voice Recording Utility

You can use the VoSKY Voice Recording Utility supplied in the Installation CD to record all the voice files of Exchange 9140/9180 and then replace the default voice files (refer to Section 3.1.8 - ***Change Voice Prompt Language***).

- Make sure the PC is equipped with a working microphone and headphones. The microphone and headphones are used for recording.
- Run the VoSKY Voice Recording Utility supplied in the Installation CD and select the voice prompt file as shown below:



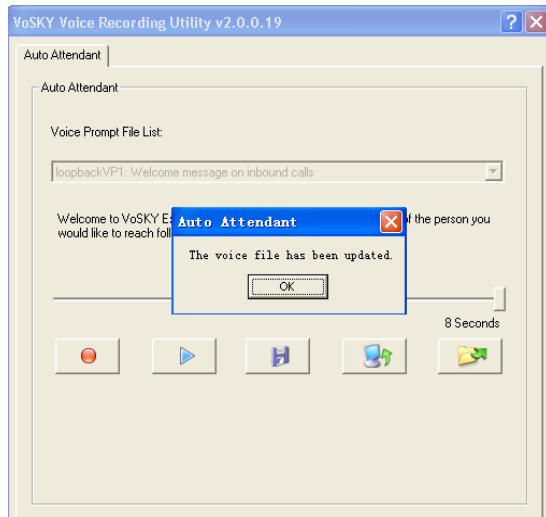
3. You can listen to the default voice prompt by clicking the play icon , Click the record icon to record the voice prompt. When finished, the following window will pop up. Click **OK** to close the window.



4. Click the play icon  to play the recorded voice prompt.
5. Click the save icon  to save the recorded voice prompt. When finished, the following window will pop up. Click **OK** to close the window.

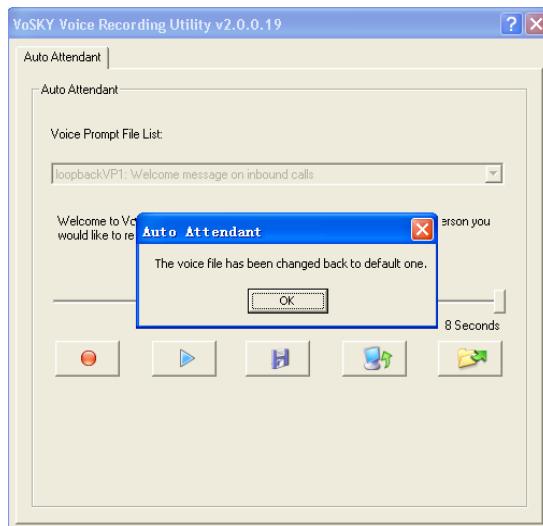
 **Note:**

The recorded voice prompt will be saved to "[local disk]:\Documents and Settings\admin (default)\Application Data \Line Probe Utility\Backup" in your PC. Click the open icon  to open the folder.



6. You must replace the default voice prompt by the recorded one manually (refer to Section 3.1.8 - **Change Voice Prompt Language**).

- To restore the default voice prompt, insert the Installation CD to the disk drive and then click the default icon  to restore the voice prompt to the default setting. When finished, the following window will pop up. Click **OK** to close the window.



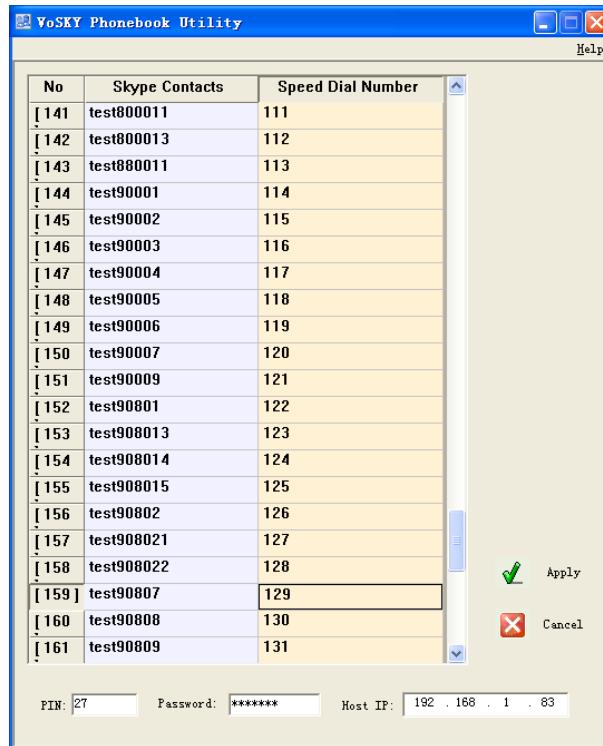
## 6.3 Phonebook Utility

The Phonebook Utility can import the Skype contacts and speed-dial key into the Exchange 9140/9180 database in batches. Ask the administrator for your PIN and Password before using the Phonebook Utility. You can get this tool in the Installation CD.

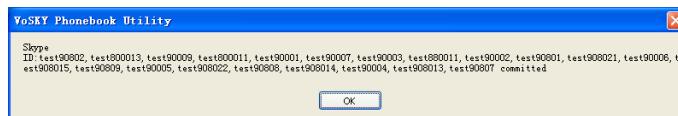
- For the first time you use the Phonebook Utility, the **Another program wants to use Skype** window will pop up. Select **Allow this program to use Skype** and then click **OK**.



2. The Skype contacts will show in the **Skype Contacts** column. If you want to add a speed-dial key to a contact, you have to enter it in the corresponding **Speed Dial Number** column (refer to the settings of speed-dial key on the Exchange 9140/9180 web). At the bottom of this window, enter your PIN, Password and Host IP and then click **Apply**. Thus, all the Skype contacts will be imported into the Exchange 9140/9180 database.



3. When finished, a message window will pop up as shown below.  
Click **OK** to close the window.



4. View the imported contacts list on the Exchange 9140/9180 Web as shown below.

The screenshot shows the VoSKY Exchange Series software interface. At the top, there's a banner with the text "VoSKY Exchange Series" and "World's first Skype solution for business". Below the banner, the main window has a title bar "Phone book" and a header "Private Contacts". The left sidebar includes links for "Welcome", "Rachel", "Phonebook", "IntraCompany", "Call Log", "Profile", and "Logout". A note on the sidebar says: "Pressing # after entering a phone number will signify to Exchange that you have stopped dialing." The main content area displays a table of contacts with columns: "Key", "SkypeID/Phone", "Cell Phone", "Nickname", "E-mail", and "Class". There are 20 items listed, each with a checkbox in the first column. The contacts are numbered from 1 to 20. The "Class" column shows all entries as "Client". At the bottom of the contact list, there are buttons for "PARENT CONTACT", "NEXT CONTACT", and "NEXT".

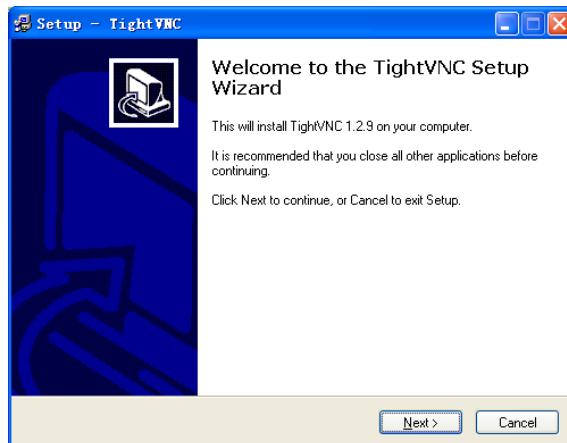
	Key	SkypeID/Phone	Cell Phone	Nickname	E-mail	Class
1	111	test9800011				Client
2	112	test9800013				Client
3	113	test9800011				Client
4	114	test980001				Client
5	115	test980002				Client
6	116	test980003				Client
7	117	test980004				Client
8	118	test980005				Client
9	119	test980006				Client
10	120	test980007				Client
11	121	test980009				Client
12	122	test98001				Client
13	123	test980013				Client
14	124	test980014				Client
15	125	test980015				Client
16	126	test980016				Client
17	127	test980021				Client
18	128	test980022				Client
19	129	test98007				Client
20	130	test98008				Client

## 6.4 TightVNC

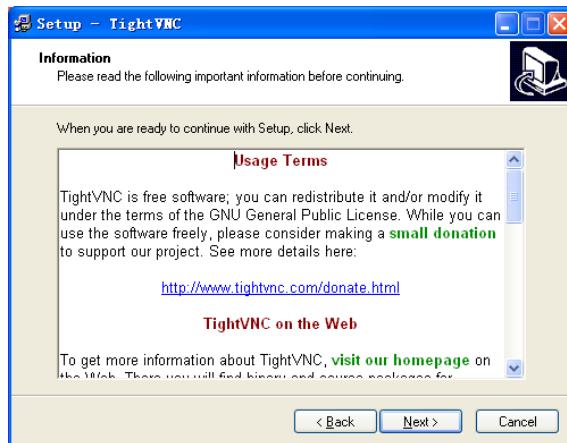
If you want to remote control the Exchange 9140/9180 software, you can install the TightVNC supplied in the Installation CD.

### 6.4.1 Install TightVNC

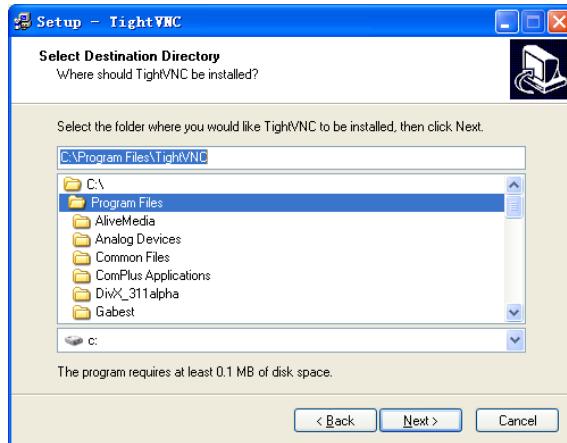
1. Insert the CD to the disk drive and then click **Install TightVNC** to run tightvnc-setup.exe. Click **Next** to continue.



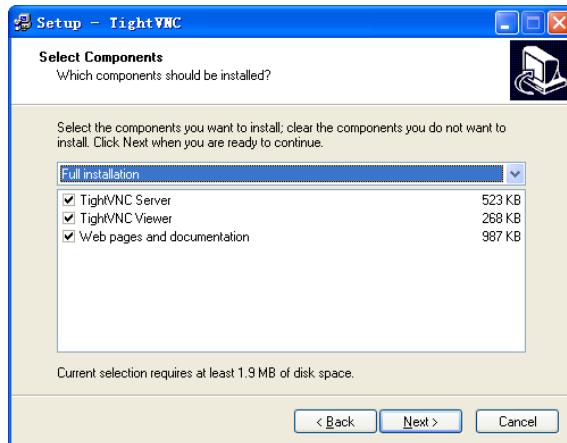
2. Read through the license agreement. Click **Next** to continue.



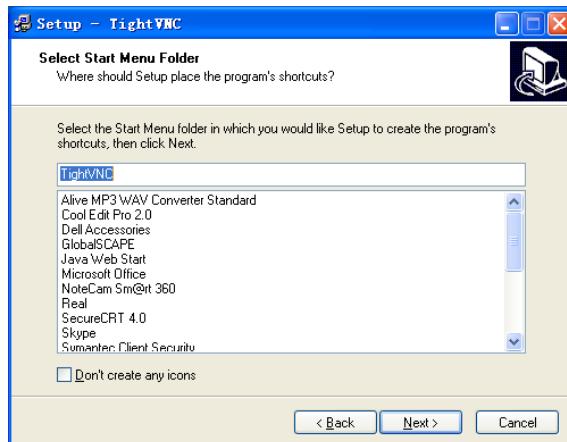
3. Select a destination directory and then click **Next** to continue.



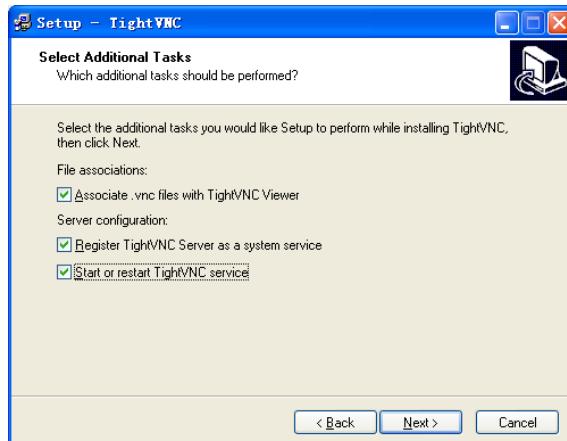
4. Select the following components: **TightVNC Server**, **TightVNC Viewer** and **Web pages and documentation**. Click **Next** to continue.



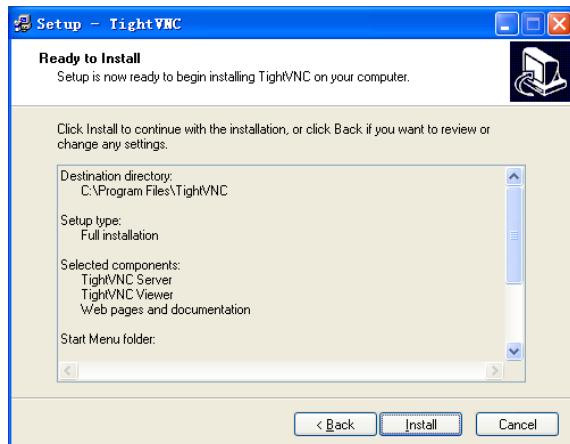
5. Select the Start Menu folder in which you would like Setup to create the program's shortcuts. Click **Next** to continue.



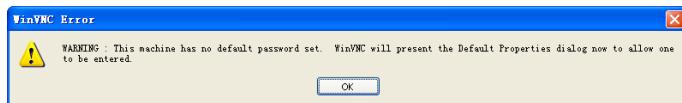
6. In the **Select Additional Tasks** window, select **Associate .vnc files with TightVNC Viewer, Register TightVNC Server as a system service and Start or restart TightVNC service**. Click **Next** to continue.



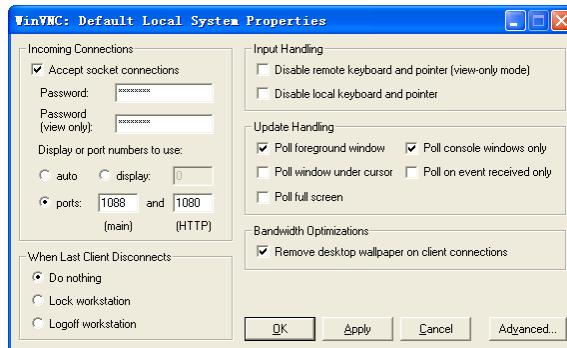
7. In the **Ready to Install** window, click **Install** to continue.



8. A warning message will pop up to remind that **This machine has no default Password set. WinVNC will present the Default Properties dialog now to allow one to be entered.**. Click **OK** to continue.



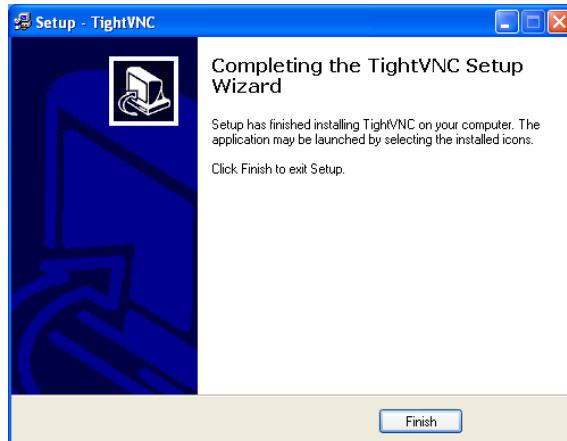
9. Enter the **Password, Password (view only), port (main) and port (HTTP)**. We recommend using 1088 for **port (main)** and 1080 for **port (HTTP)**. Click **Apply** or **OK** to continue.



## Note:

1088 and 1080 are used as an example. You can use any specific number for your main/HTTP service ports. Do not use 80 for security reasons.

10. Click **Finish** to complete the installation.



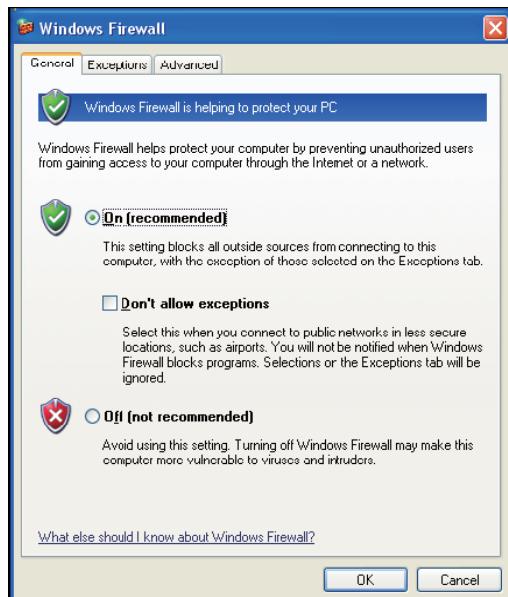
## 6.4.2 Remote Control Exchange 9140/9180 Server

### Note:

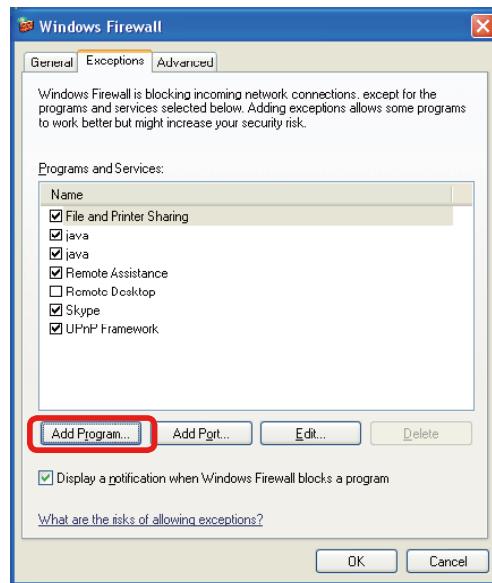
Before running the TightVNC, configure the firewall to unblock the TightVNC software. Otherwise, the TightVNC may not work normally.

Here is the example of how to unblock Tight VNC when Windows Firewall is in use:

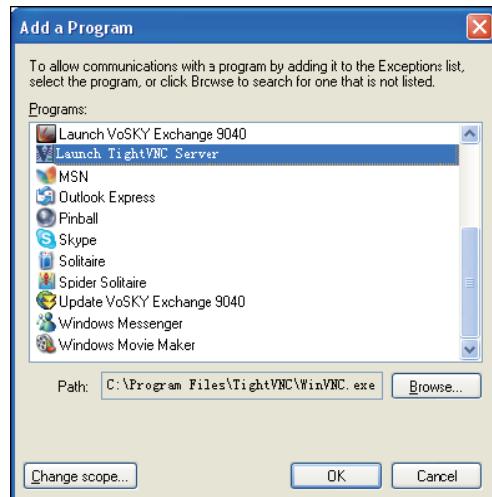
1. Click **Start->Control Panel->Windows Firewall**.



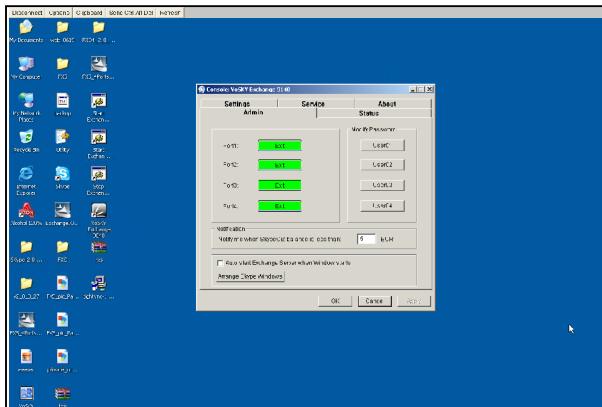
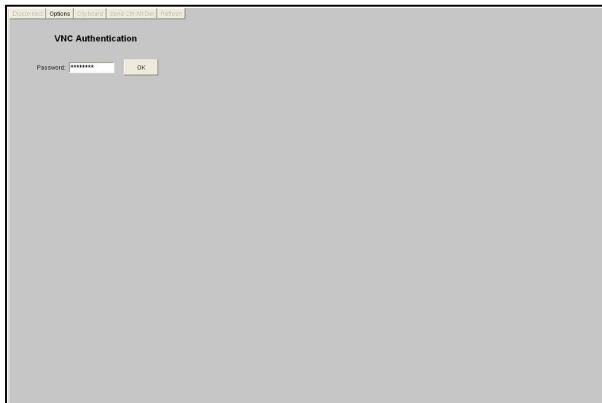
2. Click **Add Program** in **Exceptions** tab.



3. In the **Add a Program** window, select **Launch TightVNC Server** and then click **OK**.



After the installation, enter the IP Address and HTTP Port of the Exchange 9140/9180 Server in the browser (For example: <http://192.168.1.147:1080>). Enter your password in the login page and then click **OK**.



# 7 Update Exchange 9140/9180 Software

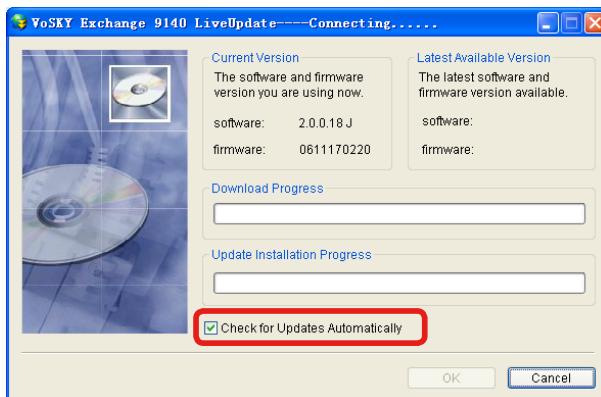
Exchange 9140/9180 will automatically check the updates of software and firmware every 24 hours.

## Warning:

Please configure your firewall to allow the VoSKY Exchange 9140/9180 automatically check updates. Otherwise, the feature may not work (refer to Appendix A - **Exchange 9140/9180 And Firewalls**).

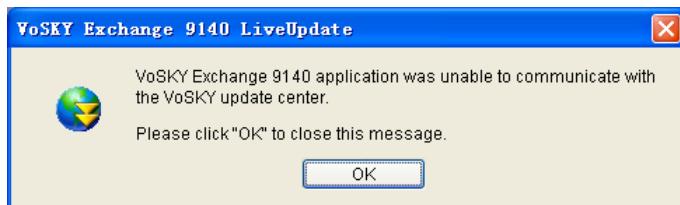
You do not need to exit the Exchange 9140/9180 Console while updating the Exchange 9140/9180 software. Here is the example of updating the Exchange 9140 software:

1. Click **Start->Programs->VoSKY Exchange 9140->Update VoSKY Exchange 9140** to launch the update program. Select **Check for Updates Automatically** to make Exchange 9140 automatically notify you when there is an update available.

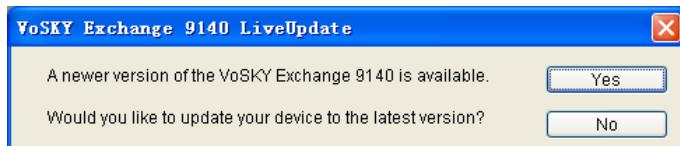


**Note:**

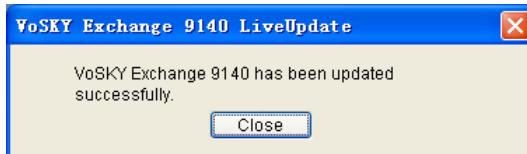
A warning window will pop up if Exchange 9140 cannot connect to the VoSKY Update Center. Check the status of your Internet connection and set Windows Firewall to unblock the update of VoSKY Exchange 9140.



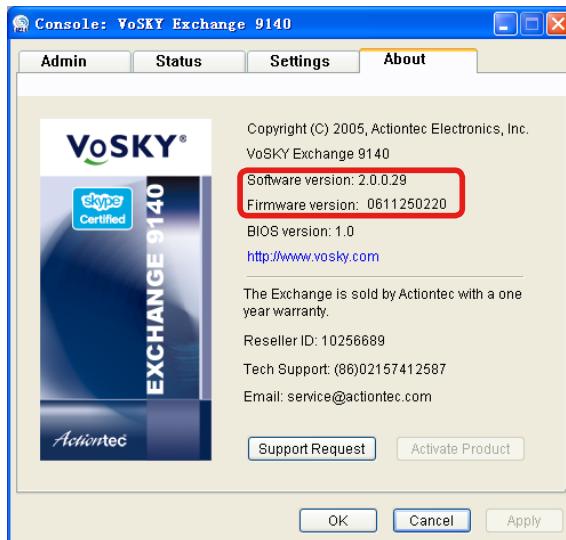
2. The VoSKY Exchange 9140 LiveUpdate will show the current version of Exchange 9140 software and firmware and the latest version available. A message window will pop up to ask whether to update or not. Click **Yes** to update the program.



3. A message window will pop up to notify that the update is completed. Click **Close** to relaunch Exchange 9140.



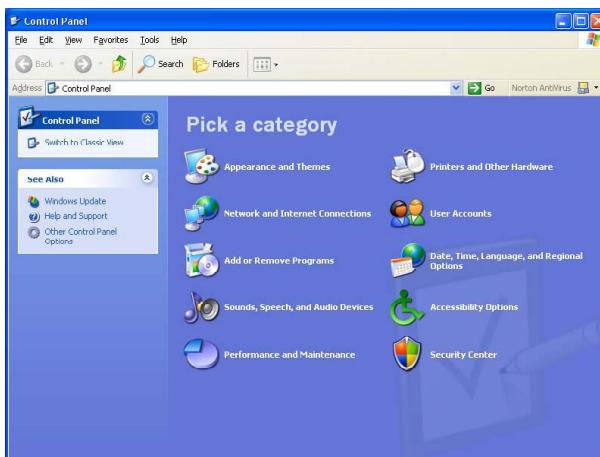
- After the Exchange 9140 Console relaunched, you just need to launch the ports of Exchange 9140. You can view the current version of Exchange 9140 software and firmware in About tab on the Exchange 9140 Console.



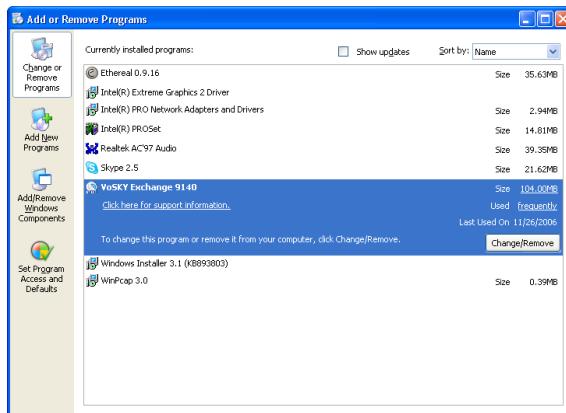
# 8 Uninstall Exchange 9140/9180 Software

Uninstalling Exchange 9140/9180 Software will delete all the data, including User accounts, Phonebook, Call Log and Voice Prompt files. We recommend backuping the data before you uninstall the Exchange 9140/9180 Software.

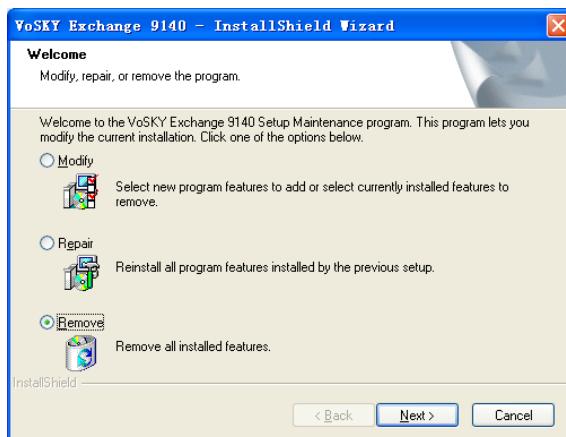
1. Click **Start->Control Panel**.
2. Click **Add or Remove Programs** in the **Pick a category** window.



3. The **Add or Remove Programs** window will show the installed software, scroll to the VoSKY Exchange 9140 (9180) and then click **Change/Remove**.



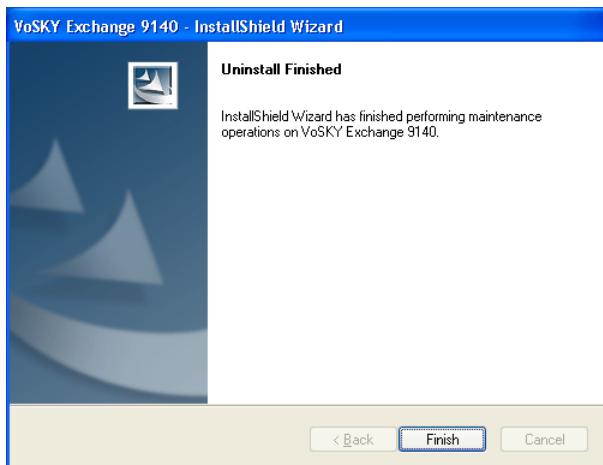
4. **VoSKY Exchange 9140/9180 InstallShield Wizard** will be launched to guide you the uninstallation process. Click **Remove** to continue.



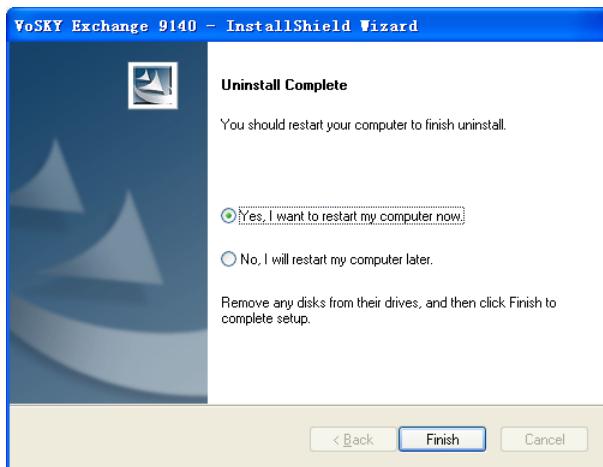
5. Click **Yes** in the pop-up window.



6. The uninstallation program will delete the VoSKY Exchange 9140/9180 files. After the uninstallation, the **Uninstall Complete** window will pop up. Click **Finish** to close the window.



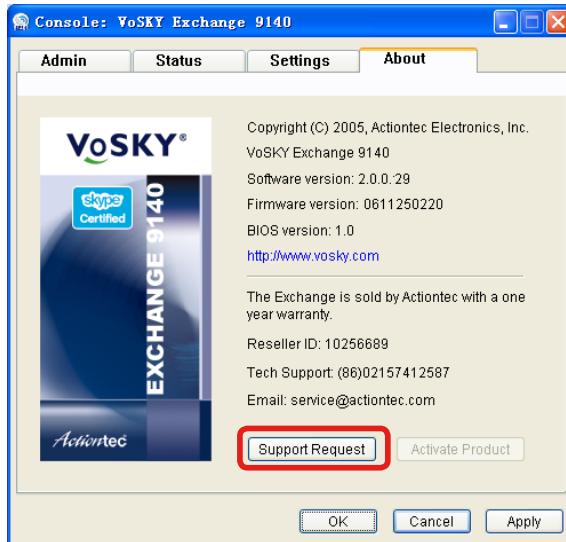
7. In this window, there are two options for you to choose. Select **Yes, I want to restart my computer now** (recommended) and then click **Finish**.



# 9 Request Support

Actiontec Electronics, Inc. pays great attention to the feedback of customers. If you have any problem or suggestion after using the Exchange 9140/9180, you can contact us in the following ways:

1. Fill out the **Exchange Support Template (SupportTemplate.xls)** in the Installation CD. Send it to your reseller to report your problems or suggestions.
2. Go to <http://www.VoSKY.com/modules/onlinesupport> to report your problems or suggestions.
3. Click **Support Request** in **About** tab on the VoSKY Exchange 9140/9180 Console as shown below:



4. Go to one of the VoSKY website forums:

<http://www.VoSKY.com/forum/> (English)

<http://www.VoSKY.com/forum1/> (Simplified Chinese)

<http://www.VoSKY.com/forum2/> (Traditional Chinese)

Thank you for purchasing VoSKY Exchange 9140/9180. We will handle your problems or suggestions as soon as possible!

# **Appendix A**

# **Exchange 9140/9180**

# **And Firewall**

Some users may have difficulty in connecting Exchange 9140/9180 to the network due to the installed firewall on their PC. Exchange 9140/9180 should work well with any firewall.

Exchange 9140/9180 needs unrestricted outgoing TCP connections to some TCP ports. If Exchange 9140/9180 fails to connect to network when activating, stacking or upgrading, it is likely that your firewall is blocking these and you need to open up some outgoing TCP connections. Note that this is about outgoing connections, not incoming connections. In most firewalls, you have to specify a destination port to open:

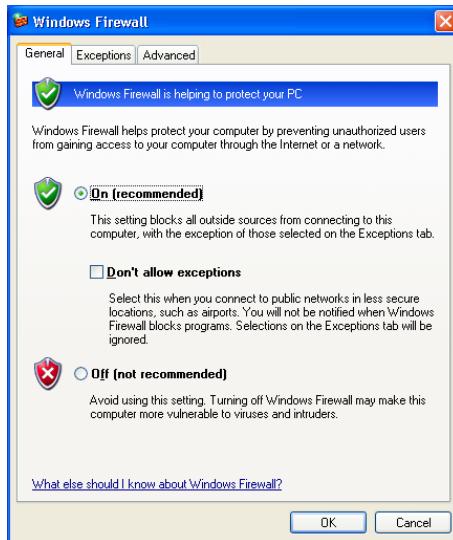
Open up outgoing TCP connections to port 80/8080. Some firewalls restrict traffic to HTTP protocol, and in this case, Exchange 9140/9180 cannot use it since Exchange 9140/9180 does not use HTTP. In some firewalls, it is possible to open up all traffic to port 80/8080, not just HTTP, and in this case, Exchange 9140/9180 will work.

**We take Windows XP SP2 as an example** to show you how to configure the firewall to make Exchange 9140/9180 work well:

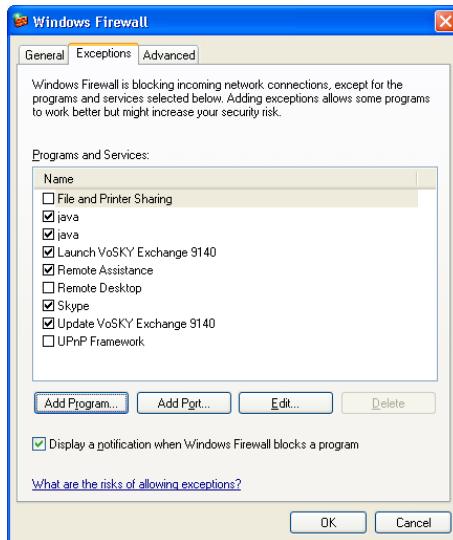
After the installation of SP2, when Exchange 9140/9180 attempts to connect to the Internet, a dialog box will pop up to ask whether you allow the connection. You must click **Unblock** to allow Exchange 9140/9180 to connect to the Internet. If you have clicked **Keep**

**Blocking** by mistake, you can do the following steps to reach the same goal.

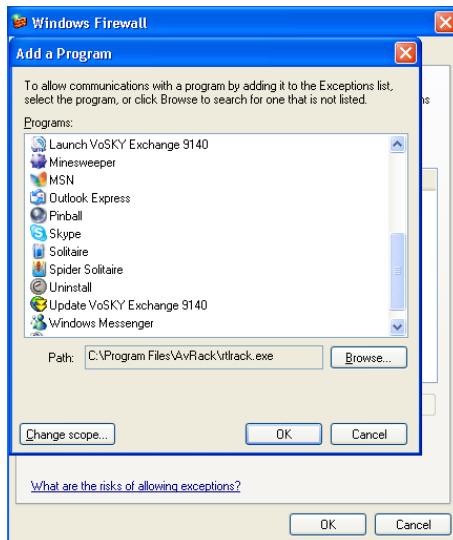
1. Click **Start->Control Panel**.
2. Click **Windows Firewall**.
3. In **General** tab, confirm that the first setting is **On (recommended)** and **Don't allow exceptions** is not checked.



4. Click **Exceptions** tab.
5. If **Launch VoSKY Exchange 9140/9180** and **Update VoSKY Exchange 9140/9180** are in the **Programs and Services** list, make sure both checkboxes are checked.



6. If **Launch VoSKY Exchange 9140/9180** and **Update VoSKY Exchange 9140/9180** are not in the **Programs and Services** list, please click **Add Program** and then add them to the list.



# Appendix B

## Country/Region List

Exchange 9140/9180 supports the following countries/regions' telecom parameters:

**Asia:** Bangladesh, Bahrain, Brunei Darussalam, China, Hong Kong S.A.R. of China, India, Indonesia, Iran, Japan, Jordan, Korea, Kuwait, Lebanon, Macao, Malaysia, Nepal, Oman, Pakistan, Philippines, Qatar, Singapore, Sri Lanka, Syria, Taiwan, Thailand, United Arab Emirates, Yemen,

**Europe:** Andorra, Ascension, Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Latvia, Liechtenstein, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Russia, San Marino, Spain, Slovenia, Sweden, Turkey, United Kingdom,

**Africa:** Algeria, Angola, Benin, Botswana, Cameroon, Egypt, Gabon, Gambia, Kenya, Liberia, Madagascar, Morocco, Mozambique, Niger, Senegal, South Africa, Sudan, Tanzania, Tunisia, Uganda, Zambia, Zimbabwe,

**South America:** Argentina, Aruba, Brazil, Chile, Colombia, Ecuador, Guyana, Honduras, Martinique, Paraguay, Peru, Suriname, Uruguay,

**North America:** Bahamas, Barbados, Canada, Costa Rica, Cuba, Dominica Republic, Mexico, Panama, United States,

**Oceania:** Australia, New Zealand, Solomon Islands,

# Appendix C FAQ

## 1. Skype Issues

### 1. Q: What is the bandwidth for each Skype Call?

A: The bandwidth of a Skype call depends on the Internet access bandwidth and PC's CPU performance of both sides of the conversation. According to statistics provided by the official website of Skype, each Skype Call needs an average bandwidth of 3Kb/s -16Kb/s (go to <http://www.skype.com/help/faq/technical.html> for more information).

### 2. Q: What is SkypeOut?

A: SkypeOut allows you to place calls to regular telephones (landlines or mobiles) all over the world for a low fee. Most countries/regions have offered the SkypeOut services so far (go to [http://www.skype.com/products/skypeout/rates/all\\_rates.html](http://www.skype.com/products/skypeout/rates/all_rates.html) for more information).

### 3. Q: What is SkypeIn?

A: SkypeIn offers you a regular phone number. Thus, your contacts can call your Skype account by a regular phone. A handful of countries/regions have offered the SkypeOut services so far (go to [http://www.skype.com/products/skypeout/rates/all\\_rates.html](http://www.skype.com/products/skypeout/rates/all_rates.html) for more information).

### 4. Q: How many Skype accounts are needed for VoSKY Exchange 9140/9180?

A: You need four Skype accounts for Exchange 9140 and eight Skype accounts for Exchange 9180. We recommend creating Skype IDs by a sequential naming convention, such as: Company Name, Company Name1, Company Name2, Company Name3...Company Name7. The Skype ID "Company Name" will be used as the Company Skype ID. For example, if you create four Skype accounts, VoSKY, VoSKY1, VoSKY2 and VoSKY3, VoSKY will be the Company Skype ID.

## 2. PBX Issues

### 1. Q: **How can I get the telecom parameters of PBX?**

A: When configuring the Exchange 9140/9180, the user needs to enter the Dial Tone, Ringback Tone, Busy Tone and Congestion Tone of PBX. We offer you Line Probe Utility which can automatically detect the telecom parameters of PBX and PSTN (refer to Section 6.1 - **Line Probe Utility**).

### 2. Q: **If I enable the PBX to access PSTN lines directly, will it cause the conflict between PBX and Exchange 9140/9180?**

A: Yes. Enable this feature means the user can directly pick up the extension phone to access the PSTN lines without dialing the Hunting Group Number. This feature conflicts with the Call Forward feature of Exchange 9140/9180. We recommend disabling this feature of PBX to make the Exchange 9140/9180 work well.

### 3. Q: **Why I cannot enter the Voice Mail when I make calls by Exchange 9140/9180 and the line is busy or no answer?**

A: Please make sure that you have enabled the Voice Mail feature of your PBX.

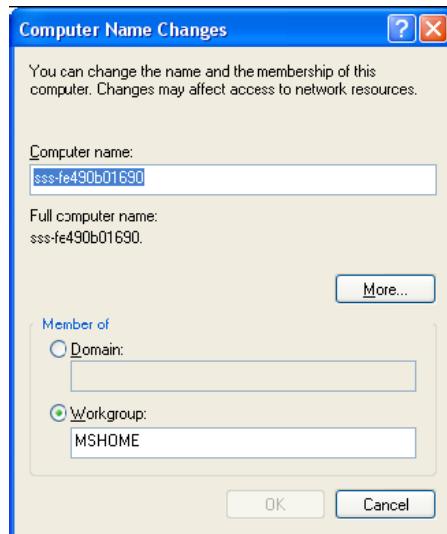
### **3. VoSKY Exchange 9140/9180 Issues**

**1. Q: How many Windows user accounts are needed to install VoSKY Exchange 9140/9180?**

A: Four Windows user accounts will be automatically created when you install VoSKY Exchange 9140 and when you install VoSKY Exchange 9180, eight Windows user accounts will be automatically created.

**2. Q: Why I cannot switch among the Windows user accounts?**

A: If your PC belongs to a certain domain, you will be unable to create or switch among the user accounts. Therefore, the installation of Exchange 9140/9180 will be interrupted. Please exit the domain and try again.



**3. Q: Why VoSKY Exchange 9140/9180 does not automatically create 4/8 user accounts on my PC during the installation?**

A: Some PCs have the limitation of minimum length of password for a user account. Your PC may reject the operation because the password of Exchange 9140/9180 user account is '1' in default. If it occurs, please manually create 4/8 user accounts for Exchange 9140/9180 in advance.

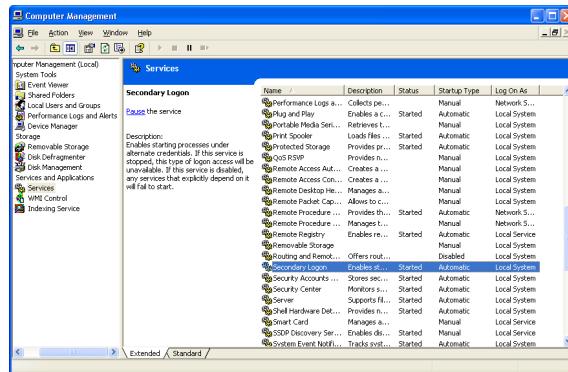
**4. Q: Why I cannot launch the Skype by clicking 'Launch' button?**

A: Please do the following steps:

- a) Login in as an administrator or a normal user with administrator privileges;
- b) Right click **My Computer -> Manage -> Services And Applications -> Services**;
- c) In the Services list, right click **Secondary Logon ->**

**properties;**

- d) In the Secondary Logon window, set the **Startup type** to **Automatic** and then click **Start**;
- e) When finished, click **OK** to close the window.



**5. Q: A DOS window will automatically pop up after the installation of VoSKY Exchange 9140/9180. What is the use of it?**

A: The DOS window is used for launching the Web Server of Exchange 9140/9180. Do not close it until you exit Exchange 9140/9180.

**6. Q: Why I have to activate the Exchange 9140/9180 software before using it?**

A: The Value-added Service, the further information about Exchange 9140/9180 and after-sales service, will not be available until you activate the Exchange 9140/9180 software. Please enter your company name, Email Address and Reseller ID correctly to activate the software.

**7. Q: Why does Exchange 9140/9180 create 4/8 Windows user accounts during the installation?**

A: Single Desktop enables you to manage 4/8 Skype accounts on one desktop. Each Windows user account corresponds to a Skype account and a port of Exchange 9140/9180. Manually delete any Windows user account may make Exchange 9140/9180 not work.

**8. Q: The administrator has entered his cell phone number in the Administrator Settings page on the web to enable the Auto-Notification. But why he cannot receive the SkypeOut call after the urgent events occur?**

A: Skype will notify the administrator by making a SkypeOut call to his cell phone. The cell phone number should be entered with a SkypeOut format: **00 + country code + area code + local phone number/00 + country code + cell phone number.**

**9. Q: Why all the Speed-dial key of Phonebook are deleted after I modified the Dialing Scheme?**

A: We recommend backuping all the data before modifying the Dialing Scheme since this operation will delete all the data form the Exchange 9140/9180 database. Furthermore, you must reconfigure the PIN and Speed-dial key according to the new Dialing Scheme.

**10. Q: To enable the Stacking feature, do I have to activate it on both Exchange 9180?**

A: Yes. To enable this feature, you have to configure one as the Master Exchange 9180 and the other as the Slave Exchange 9180. A new tab-**Stack** will be added to both

consoles after the activation. Enter the Company Skype ID of the Slave Exchange 9180 in **Stack** tab on the Master Exchange 9180 Console. The Slave Exchange 9180 will automatically detect the IP address of the Master Exchange 9180. You can see it in **Host (IP)** Pfield in **Settings** tab on the Slave Exchange 9180 Console.

**11. Q: Why the Slave Exchange 9180 database does not work after I enabled the Stacking feature?**

A: After stacking, the Master and Slave Exchange 9180 will share the database of Master Exchange 9180. That means the Slave Exchange 9180 database is unavailable at the time. Therefore, you can only make calls to the contacts configured on the Master Exchange 9180 web.

**12. Q: After I have enabled the Call Overflow Forwarding feature, why the additional incoming Skype calls cannot be forwarded properly when all lines are busy?**

A: The Call Overflow Forwarding feature of Exchange 9140/9180 is supported by the Call Forwarding feature of Skype. In order to enable the Call Overflow Forwarding feature successfully, please enter the Skype ID with the SkypeOut format: **00 + country code +area code + local phone number**. Moreover, make sure all Skype accounts have SkypeOut credit.

**13. Q: Why I cannot see the administrator account after installing the Exchange 9140/9180 software?**

A: The issue may occur if you install the Exchange 9140/9180 software by the built-in Windows administrator account. We recommend uninstalling the Exchange 9140/9180

software and then creating a Windows user account with the administrator privileges to install it again.

**14. Q: Why I cannot browse the Exchange 9140/9180 Web normally under Opera?**

A: The browser Opera does not support XML XMLHttpRequest which may disable some functions of the Exchange 9140/9180 Web. Therefore, we recommend browsing the Exchange 9140/9180 Web under Internet Explorer.

# **Appendix D Glossary**

**Busy tone:** A low-pitched tone interrupted sixty times per minute indicates that the line is off-hook or busy.

**Dial tone:** A constant high-pitched tone indicates that the line is ready to process your call or free.

**DTMF** (Dual Tone Multi-Frequency): Also known as **Touch Tone** or **Tone Dialing**, is used for telephone signaling over the line in the voice frequency band to the call switching center. Today DTMF is used for most call setup between telephone set and the telephone switch.

**FXO** (Foreign Exchange Office): FXO interface (the plug on the phone) receives POTS service, typically from a Central Office of the Public Switched Telephone Network (PSTN).

**FXS** (Foreign Exchange Station): FXS is the interface on a VoIP device for connecting directly to phones, faxes, and trunk ports on a PBX or key telephone system.

**Off-hook:** The handset is removed from the cradle or you are in conversation.

**On-hook:** The handset is in the cradle.

**PBX** (Private Branch Exchange): A private telephone network used

within an enterprise. Users of the PBX share a certain number of outside lines for making telephone calls external to the PBX.

**VoIP** (Voice over Internet Protocol): A category of hardware and software that enables people to use the Internet as the transmission medium for telephone calls by sending voice data in packets using IP rather than by traditional circuit transmission of the PSTN.

**Remote Internet Call:** The user can make Internet calls by dialing the representative extension number of Exchange 9140/9180 with a landline phone or an extension phone. It realizes the communication from PSTN to Internet.

**Call Forward:** The user can dial the Company Skype ID of Exchange 9140/9180 and then dial the extension number to make a call. It realizes the communication from Internet to PSTN.

**Call Forwarding on busy:** A PBX feature which can forward the incoming call to a designated destination when all lines are busy.

**Hunt Group Extension:** A PBX feature which can assign any extension to a Hunt Group. When extensions are in a Hunt Group, any incoming call will be distributed sequentially or randomly to an available extension.

**Global Extension:** Compose several Exchange 9140/9180s of a global network and they can communicate with each other simply by using the united dialing scheme.

**Smart Dialing:** With Smart Dialing, the user can make SkypeOut calls without dialing the country code if he has set it as default it in

the Exchange 9140/9180 web before.

**Location Code:** Support the communication between Exchange 9140/9180 when the Global Extension feature is enabled.

# ***Appendix E***

## ***Specifications***

### **System**

- Main chip: four ARGO SE402 (48MHz 16 bits RISC Processor)
- USB 1.1 Full Speed Device (compatible with USB 2.0)
- USB Audio Device Class 1.0
- USB HID Class 1.0
- Linear Audio Signal Support: 16-bit mono linear PCM audio in 8KHz sampling rate

### **PC Interface**

- 1 (2 for 9180) USB Port (Type B Receptacle) for connecting to PC

### **Telephone Interface**

- 4 (8 for 9180) FXO Port (RJ-11 Modular Jack) for connecting to the Extension (FXS) Ports of PBX.

### **LED Indicators**

- 4/8 LED green indicators (Ready) (9140 / 9180)
- 4/8 LED red indicators (In Use) (9140 / 9180)

### **Physical Outlook**

- Size: 430mm x 150mm x 45mm (1U,1.75inch)
- Weight: 1500g /1782 g (9140/9180)
- Color: black

## Accessories

- 1 (2 for 9180) USB Cables (A/Male to B/Male), 110 cm, Gray
- 4 (8 for 9180) RJ-11 Cables (6P2C-6P2C), 180 cm

## Power Supply (Power adaptor)

- Input: 100V~240V AC
- Frequency: 50/60Hz
- Output: 12V DC, 3.33A

## FXO Port

- On-hook detection (Busy Tone)
- Call Progress Detection: RING, DTMF, FLASH
- Call Progress Generation: Dial tone/Voice Prompt, Busy Tone, Ring
- Back Tone, Ringing Cadence, DTMF
- LEC (Line Echo Cancellation)
- Support Full Duplex Voice Channel
- Inbound/Outbound DTMF Relay
- Caller ID (FSK type I, DTMF) detection

## Environment

- Operating temperature: 0 °C - 55°C
- Operating humidity: 0% - 70%
- Storage temperature: -20°C - 70°C
- Storage humidity: 0% - 95% (non-condensing)

# **Appendix F Notices**

## **Regulatory Compliance Notice**

### **Class B Equipment**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by implementing one or more of the following measures:

- Reorient or relocate the receiving antenna;
- Increase the separation between the equipment and receiver;
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected;
- Consult the dealer or an experienced radio or television technician for help.

### **Modifications**

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by

Actiontec Electronics, Inc., may void the user's privileges to operate the equipment. Declaration of conformity for products marked with the FCC logo- United States only.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause unwanted operation

**Note:** To comply with FCC RF exposure compliance requirements, the antenna used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

For questions regarding your product or the FCC declaration, please contact:

Actiontec Electronics, Inc.  
760 North Mary Ave.  
Sunnyvale, CA 94085  
United States  
Tel: (408) 752-7700  
Fax: (408) 541-9005

## Miscellaneous Legal Notices

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property of their respective owners. Product photo may differ from actual product; functionality, however, remains as stated in this manual.

# ***Appendix G***

## **Limited Warranty**

THIS EXCHANGE PRODUCT IS CONFIGURED TO WORK WITH THE CURRENT SKYPE COMMUNICATIONS, S.A. ("SKYPE") SERVICE AT THE DATE OF SHIPMENT. NOTWITHSTANDING ANYTHING TO THE CONTRARY HEREIN, ACTIONTEC WILL HAVE NO LIABILITY IF ANY FEATURE OR UTILITY OF EXCHANGE FAILS TO PERFORM IN SUBSTANTIAL CONFORMANCE TO THE APPLICABLE SPECIFICATIONS BECAUSE OF ANY CHANGES MADE BY SKYPE TO ITS PROGRAM OR SERVICES. IF THIS DISCLAIMER IS NOT ACCEPTABLE TO YOU, PLEASE RETURN THE PRODUCT IN ITS ORIGINAL BOX TO YOUR POINT OF PURCHASE WITHIN FIFTEEN (15) DAYS OF PURCHASE TO OBTAIN A REFUND. IN NO EVENT SHALL THE FOREGOING BE DEEMED TO EXPAND ANY WARRANTY OR LIMIT ANY DISCLAIMER CONTAINED HEREIN.

**Hardware:** Actiontec Electronics, Inc., warrants to the end user ("Customer") that this hardware product will be free from defects in workmanship and materials, under normal use and service, for twelve (12) months from the date of purchase (US) or twenty-four (24) months from the date of purchase (Europe) from Actiontec Electronics or its authorized reseller.

Actiontec Electronics' sole obligation under this express warranty shall be, at Actiontec's option and expense, to repair the defective

product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, Actiontec Electronics may, in its sole discretion, refund to Customer the purchase price paid for the defective product.

All products that are replaced will become the property of Actiontec Electronics, Inc. Replacement products may be new or reconditioned. Actiontec Electronics warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

**Software:** Actiontec Electronics warrants to Customer that each software program licensed from it will perform in substantial conformance to its program specifications, for a period of ninety (90) days from the date of purchase from Actiontec Electronics or its authorized reseller. Actiontec Electronics warrants the media containing software against failure during the warranty period. The only updates that will be provided are at the sole discretion of Actiontec Electronics and will only be available for download at the Actiontec Web site, [www.actiontec.com](http://www.actiontec.com). Actiontec Electronics' sole obligation under this express warranty shall be, at Actiontec Electronics' option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicable Actiontec Electronics published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. Actiontec Electronics makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any hardware or applications software products provided

by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third-party products listed in the Actiontec Electronics software product documentation or specifications as being compatible, Actiontec Electronics will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with Actiontec Electronics published specifications or user guide.

THIS ACTIONTEC ELECTRONICS PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD-PARTY SOFTWARE, THE USE OF WHICH IS GOVERNED BY A SEPARATE END USER LICENSE AGREEMENT.

THIS ACTIONTEC ELECTRONICS WARRANTY DOES NOT APPLY TO SUCH THIRDPARTY SOFTWARE. FOR THE APPLICABLE WARRANTY, PLEASE REFER TO THE END-USER LICENSE AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE.

**Obtaining Warranty Service:** Customer may contact Actiontec Electronics Technical Support Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from Actiontec Electronics or its authorized reseller may be required. Products returned to Actiontec Electronics must be pre-authorized by Actiontec Electronics with a Return Merchandise Authorization (RMA) number marked on the outside of the package, and sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. The repaired or replaced item will be shipped to Customer, at Actiontec Electronics' expense, not later than thirty (30) days after Actiontec Electronics receives the defec-

tive product.

Actiontec Electronics shall not be responsible for any software, firmware, information, memory data, or Customer data contained in, stored on, or integrated with any products returned to Actiontec Electronics for repair, whether under warranty or not.

**WARRANTIES EXCLUSIVE:** IF AN ACTIONTEC ELECTRONICS PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT ACTIONTEC ELECTRONICS' OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. ACTIONTEC ELECTRONICS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

ACTIONTEC ELECTRONICS SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT OR MALFUNCTION IN THE PRODUCT DOES NOT EXIST OR WAS CAUSED BY CUSTOMER'S OR ANY THIRD PERSON'S MISUSE, NEGLECT, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPT TO OPEN, REPAIR OR MODIFY THE PRODUCT, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING, OTHER HAZARDS, OR ACTS OF GOD.

**LIMITATION OF LIABILITY:** TO THE FULL EXTENT ALLOWED BY LAW, ACTIONTEC ELECTRONICS ALSO EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCT, EVEN IF ACTIONTEC ELECTRONICS OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT ACTIONTEC ELECTRONICS' OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

**Disclaimer:** Some countries, states or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary depending on local law.

**Dispute Resolution:** The customer may contact the Director of Technical Support in the event the Customer is not satisfied with Actiontec Electronics' response to the complaint. In the event that the Customer is still not satisfied with the response of the Director of

Technical Support, the Customer is instructed to contact the Director of Marketing. In the event that the Customer is still not satisfied with the response of the Director of Marketing, the Customer is instructed to contact the Chief Financial Officer and/or President.

**Governing Law:** This Limited Warranty shall be governed by the laws of the State of California, U.S.A., excluding its conflicts of laws and principles, and excluding the United Nations Convention on Contracts for the International Sale of Goods.









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